

Medicines Australia HCO Webcast Series: Navigating COVID-19 and beyond is proudly supported by Medicines Australia and its member pharmaceutical companies.

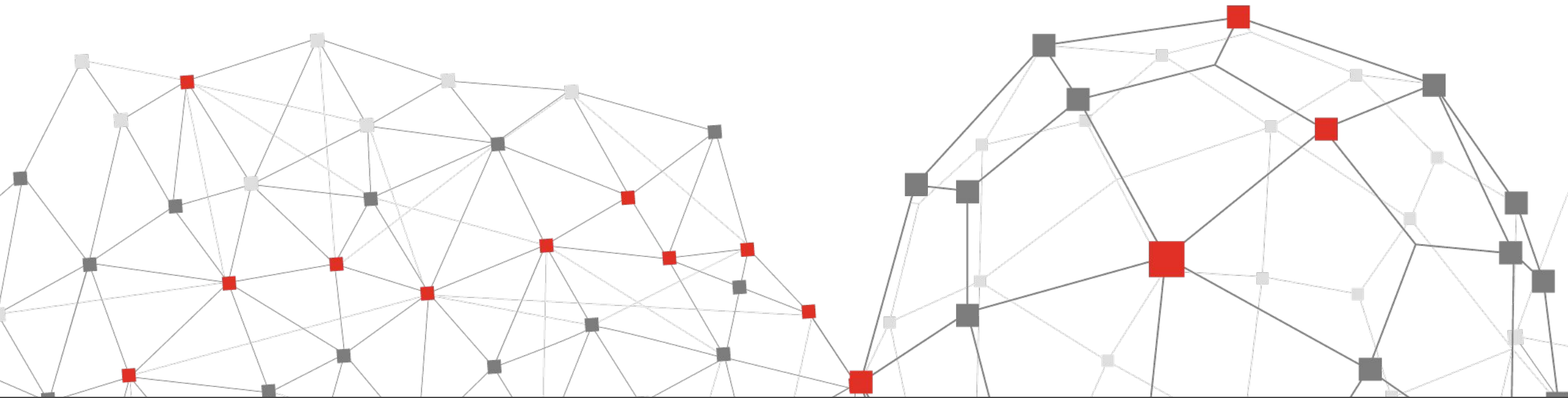
“We recognise the value and importance of consumer healthcare organisations/patient advocacy groups in the overall care and management of patients in our healthcare system. It has been a challenging time for all of us during COVID-19. Medicines Australia and its member companies want to provide you with support and information so you can continue to help patients.

The industry is firmly committed to maintaining a highly collaborative and solutions based approach to the provision of vital medicines and advanced healthcare delivery that involves all priority stakeholders, with patients and the community firmly at the centre.” Petrina Keogh – Stakeholder Engagement



Medicines Australia

Navigating COVID-19 and beyond



Your speakers for today



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Navigating COVID-19 & beyond

Agenda

Subject

Presenter

Health sector implications – including likely consequences and risks for the community

Sharon Ponniah

Fundraising in a COVID-19 environment

Richard Zimmerman

Financial management and cash flow forecasting

Wil Honner

Transitioning staff back into the workplace and wellbeing issues

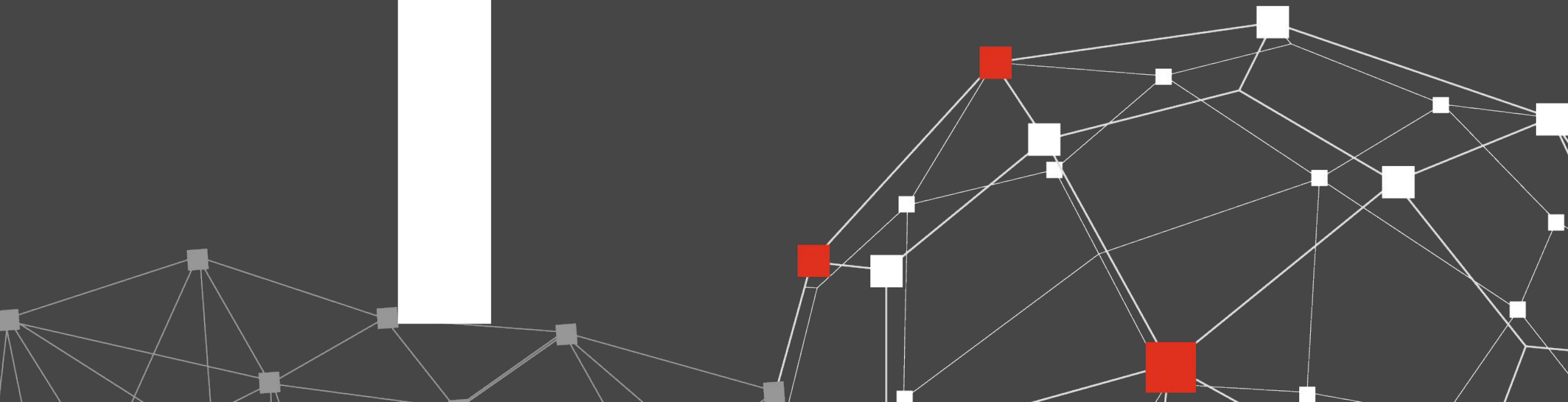
Christie Rall

Q&A

All



Health sector implications



COVID-19 has redefined our health sector

Nine forces of change to shape post COVID-19 recovery:

- Increased Government involvement managing supply and demand
- Significant (debt and capital) funding committed to recovery
- Consumption behaviour has changed, limiting availability of and access to services, with longer term impacts
- Accelerated digitisation and demand for virtual care. COVIDSafe app and telehealth are big changes
- Disrupted working environments with mental health and wellbeing impacts
- Supply chain disruption highlights vulnerabilities in global and local supply
- Accelerated impacts on sectors already under pressure e.g. aged care
- Funding pressures on all players, including Government, insurance and individuals
- Role of migration on labour supply

7 Focus areas for leaders



Consumer empowerment



Keeping people healthy



Right case, place and time



Digital and analytics



Workforce of the future



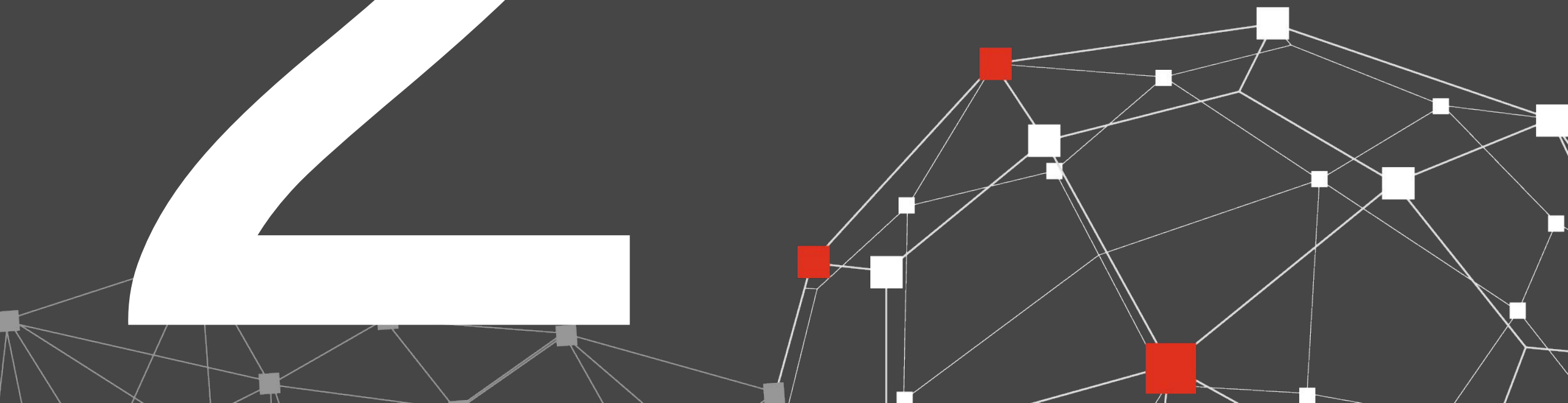
Outcomes - based funding



Collaboration

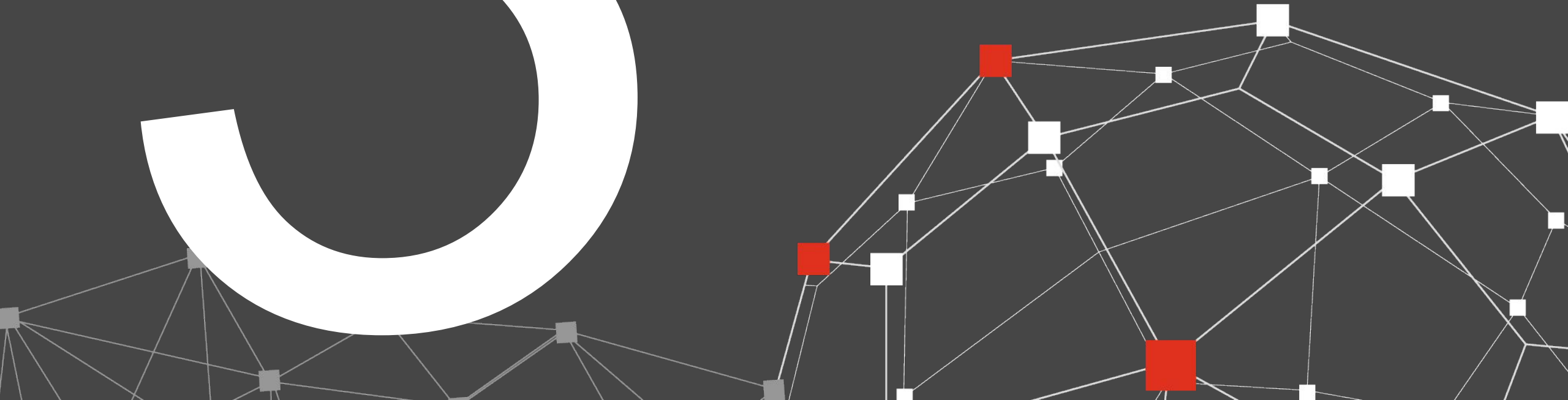
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Fundraising in a COVID-19 environment



3

Financial management & cash flow forecasting



Financial management and cash flow forecasting

We recommend NFPs focus on the following key areas:

1 Cash is king

Continue to focus on optimising your cash position. Maintain a rolling 3-6 month cash flow forecast and don't forget any accruing deferred liabilities.

2 Pick your cash generation winners

Review cash generation initiatives and identify those that will provide the best net cash return. Focus resource investment (including staff time) on these initiatives.

3 Prioritise delivery options

Not everything that you planned to achieve in 2020 will now be possible. Review and rank delivery for purpose options, so that you can deliver the best impact for whatever your new capabilities are.

4 Have a Plan B (and C)

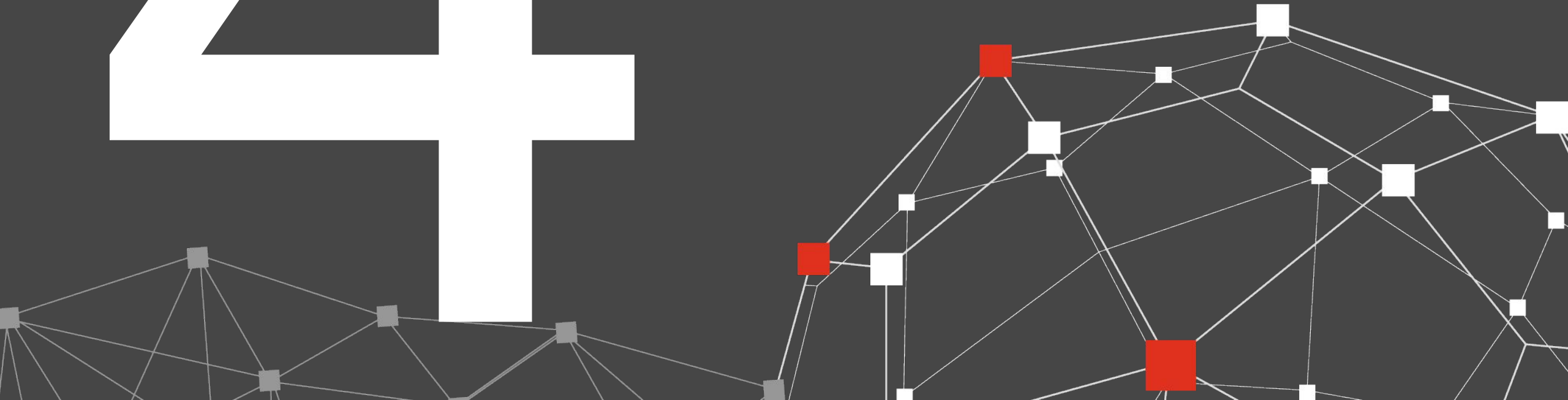
Prepare back up plans ready to swiftly enact if foreseeable issues arise.

5 Protect yourself from personal liability





The "Normal" Safe Harbour protection rules return in late September (unless interim rules are extended). Make sure you plan early to satisfy the Safe Harbour requirements.

4

Transitioning staff back into
the workplace & wellbeing
issues



There are four key decision criteria to evaluate prior to bringing back your workforce

 Health and safety	 Type of work	 Financial (Cost & revenue)	 Worker needs/preference
1 Ensure compliance with local, state and federal laws and guidelines, including privacy considerations	1 Identify jobs that require in-person interaction with other people (on-site or field)	1 Understand costs incurred or saved by bringing people back to work (e.g. cleaning fees)	1 Assess workers' attitudes towards health and hygiene in the current climate
2 Establish a sanitary work environment	2 Identify jobs that require in-person interaction with technology or machinery	2 Identify and stand up new revenue streams or expand existing offerings (e.g. new products/services)	2 Understand worker personal situations (e.g. childcare, financial)
3 Establish medical protocols to manage a returning workforce (e.g. anonymised temperature checking)	3 Understand where risk and compliance issues are magnified if jobs are not managed on-site	3 Plan for fluctuations in typical business demand during the COVID-19 recovery period	3 Evaluate comfort with remote working and perceived effectiveness of collaboration tools/remote ways of working
4 Revisit and update proper environment, health and safety (EHS) and emergency protocols	4 Assess where productivity decreases significantly if work is performed off-site		4 Identify key skills needed for new ways of working and plan for Citizen-led innovation program

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Key components of the RtW transition plan

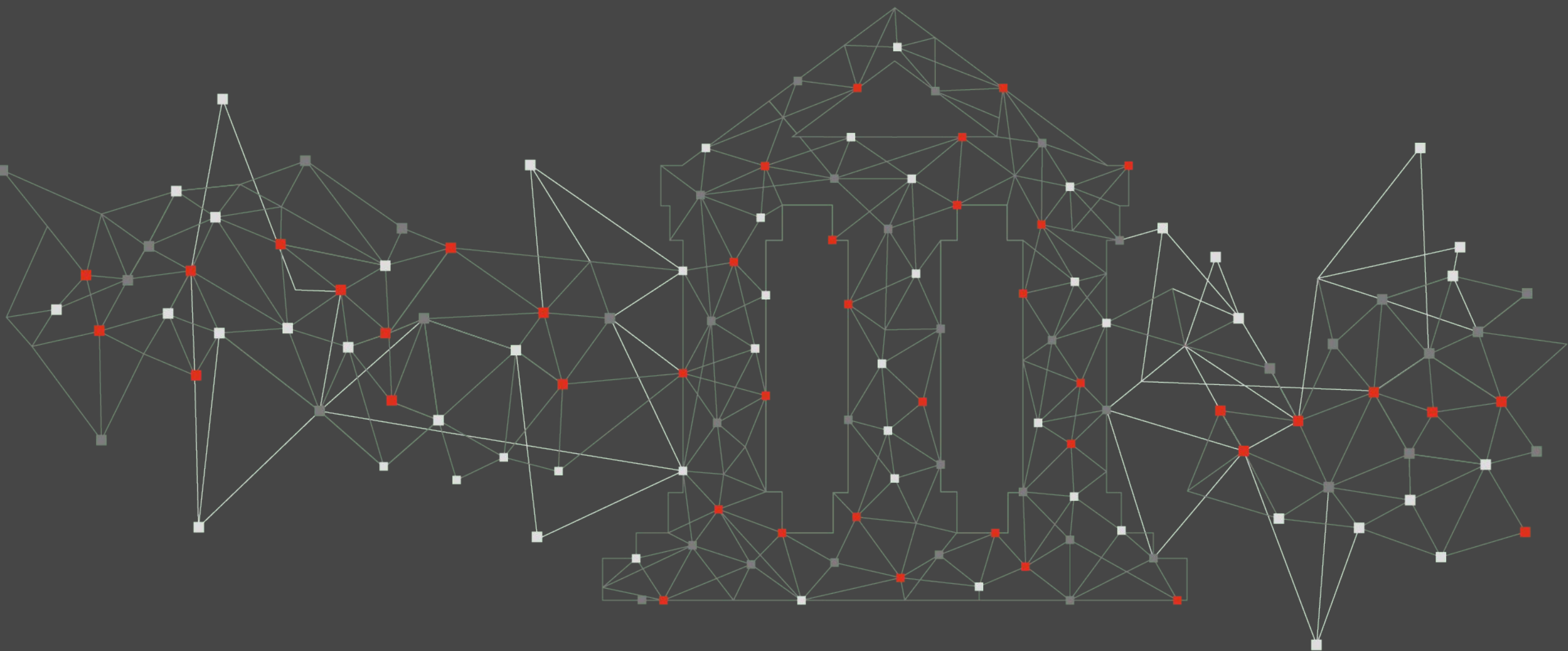
Mobilise

Rtw mobilisation	Transition office
Establish baseline and set intention	Coordinate RtW response
Evaluate effectiveness across critical areas	Build detailed RtW project plan
Review COVID-19 response	Monitor local, state and federal statutes
Design return to work strategy	Execute and manage RtW strategy
Engage (2-way) with workforce	Monitor, measure and report progress
Establish transition office	

RtW Transition Plan

Operations	Facilities	Health and safety	Change management
Ramp up operations to meet need	Design a workplace that enables safe distancing	Implement required H&S policies and practices	Manage adoption of changes and sentiment
Develop detailed site-level schedules and forecasts	Remodel the office infrastructure	Design and implement sanitisation protocols	Build change management strategy for employees
Establish operating hours at site-level	Redesign individual workspace configuration	Design and implement physical distancing and PPE guidelines	Develop comms and engagement plans
Assess critical roles and needs (e.g. site vs remote)	Redesign/close collaborative spaces	Establish mechanisms to control human traffic flow	Design and execute training for new processes/policies
Establish RtW schedules at employee level	Invest in tools/infrastructure to enable virtual interactions	Mobilise in-house medical staff	Understand and leverage existing cultural strengths
Establish incident management team		Define visitor protocols and processes	

Q&A



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