

## **Minutes of the Hunter New England Local Health District Board**

### **Seventy Seventh Meeting**

**17<sup>th</sup> and 18<sup>th</sup> July 2018**

**Venue: Gunnedah Hospital and Tamworth Hospital**

**Present**

Associate Professor Lyn Fragar (Chair), Dr Helen Belcher (attended the Tamworth meeting only), Mrs Barbara Clark, Ms Lyn Raines, Mr Peter Johnston, Mr Ken White, Dr Patrick Farrell, Dr Ian Kamerman and Dr Felicity Barr

**Apologies**

Mr Fergus Fitzsimons, Dr Martin Cohen and Mrs Janelle Speed

**In Attendance**

Mr Michael DiRienzo, Ms Susan Heyman and Ms Kylie McNamara

Order of Business: 1.1 – 9.3

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**TUESDAY 17<sup>TH</sup> JULY 2018 COMMENCING AT 2.00PM**

**TOUR OF THE GUNNEDAH HOSPITAL**

The Board was given a tour of the Gunnedah Hospital led by Health Service Manager Ms Gillian Eccleston and Ms Kylie Whitford, Integration and Risk Manager, Rural and Regional Health Services.

**AFTERNOON TEA WITH GUNNEDAH HOSPITAL HEALTH SERVICE STAFF**

The Board was joined by the Gunnedah Health Committee representatives and HNELHD staff for afternoon tea.

Health Service issues were raised and NOTED:

- The hospital kitchen will be moving across to provide “My Food Choice” meals for patients.
- Staffing:
  - There are positions to be filled in Women’s Health.
  - Non-Government agencies do not have specialist nursing staff
- NDIS - the health service is providing some services. Susan Heyman will liaise with Kim Nguyen in relation to list of those services.

ACTION BY: Susan Heyman

- Performance issues:
  - Follow up phone calls over 97%.
  - Emergency triage performance 100% (effective 16/7).
  - General ward - near miss fall 25 days ago.
- Redevelopment of hospital:
  - Is to take place, community and hospital staff are being kept abreast of timelines/avenue for contact – local health committee to assist with communication. Redevelopment commencement proposed for late 2018/early 2019 (general ward first).
  - Entrance to the hospital is an issue, currently too many entrance options.
- A presentation was provided to the Board showing the internal features of the Gunnedah Hospital Operating Theatre CSD Upgrade 2017.

Health matters raised by the Gunnedah Health Committee were NOTED:

- There is good membership on the Health Committee.
- Medical appointments to the hospital roster of doctors in the Rural Health Centre –one doctor has signed up, the other doctor is yet to be signed up due to be going through due processes.
- Palliative care team - Community Health, Allied Health staff work together well.
- Dietitians – at this stage there are no community clinicians.
- There is no adult speech pathologist providing services to Gunnedah.
- Drug and Alcohol Specialists Services from Tamworth provide a very good local service.

The Chair THANKED the Health Committee members and Gunnedah Hospital staff for their work.

**BUSINESS OF THE MEETING**

**PRELIMINARY**

**1.1 Welcome, Apologies and Acknowledgment of Country**

The Chair, Professor Lyn Fragar opened the business meeting at 2:25pm.

The Board Chair ACKNOWLEDGED the traditional owners of the country on which the meeting was held and paid respects to elders past and present.

**1.2 Conflicts of Interest**

There were no conflicts of interest declared by Board members.

### **1.3 Adoption of Minutes**

The minutes of the meeting held on the 20<sup>th</sup> June 2018 had been circulated. The minutes were ADOPTED by the Board. The minutes will be published on the Hunter New England Health internet site.

ACTION BY: Board Secretariat

### **1.4 Action List**

Progress on action items was DISCUSSED and NOTED by the Board.

A presentation on the Hunter New England District processes to reduce the organisation's Carbon Footprint will be presented at the August 2018 meeting. Dr Patrick Farrell and Mr Brett Evans, Manager Capital Works will meet and finalise content for board brief/presentation.

ACTION BY: Dr Patrick Farrell and Mr Michael DiRienzo

### **1.5 Board Chair Report**

#### **1.5.1 Annual Board Performance Review**

The Chair reported that the proposed focus for the upcoming annual review will focus on Safety and Quality. She had held discussions with Dr Helen Belcher, Chair of the Health Care Quality Committee and it is recommended that the survey of Board members and ELT members should use the National Safety and Quality Health Service Standards (NSQHS) relating to Governance, Leadership and Culture as a basis for part of the survey.

This process was AGREED by the meeting, and the preliminary survey will be administered during the week following the meeting.

ACTON BY: Board Chair

### **1.6 Chief Executive's Report**

The Chief Executive's report had been circulated in the business papers. The report included the following:

- NSW Regional Health Partners Director
- University of Newcastle New Vice Chancellor
- New HMRI Director
- Service Agreement Visits
- Tablelands Sector
- Inverell Hospital Development
- Banksia – Mental Health Unit Tamworth
- Denman Hospital – Scopia
- The new Ministerial Advisory Committee for Rural Health (MACRH) for 2018-2020. The next meeting will be hosted by Tamworth Hospital.
- Wayne McMahon's Retirement
- Maree Bacigalupo's Retirement
- Grantly Hunt's Retirement
- NAIDOC Week
- People Matter Employee Survey
- SRC Update
- Old Maitland Hospital site update

The Board DISCUSSED and NOTED the information in the Chief Executive Report.

## **COMMUNITY – THE PEOPLE WE SERVE**

### **2.1 Community and Consumers Partnership Committee Minutes**

The report and minutes from the meeting held on the 19<sup>th</sup> June 2018 had been distributed in the Board papers. The report was NOTED by the Board.

The board THANKED the Chair, Dr Helen Belcher for the report of achievements of the Committee and the Annual Work Plan.

### **2.2 Good Health Committee**

The report and minutes from the meeting held on the 19<sup>th</sup> June 2018 had been distributed in the Board papers. The report was NOTED by the Board.

### **2.3 Aboriginal Health Committee Meeting**

There were no papers for this meeting.

### **2.4 New Business**

There was no new business relating to COMMUNITY – THE PEOPLE WE SERVE.

### **2.5 For Information**

#### **2.5.1 Health Food and Drink in NSW Health Facilities for Staff and Visitors Framework**

A paper had been distributed in the business papers. The paper was NOTED by the Board.

## **SERVICE – THE SERVICE WE PROVIDE**

### **3.1 District Clinical Council Minutes**

The report and minutes from the meeting held on the 11<sup>th</sup> April 2018 had been circulated in the business papers.

The Ethics Committee has advised there is an increased cost that HNELHD currently bears in processing outside ethics applications, hence a charging system is being implemented to recover cost.

The report was NOTED by the Board.

### **3.2 Medical Staff Executive Council Report**

There were no papers for this meeting.

### **3.3 New Business**

#### **3.3.1 Chemotherapy Service at Singleton**

A paper had been distributed in the business papers. The paper was NOTED by the Board, further advising that Singleton cancer services interests be heard as future services are planned.

### **3.4 For Information**

There was no New Information relating to THE SERVICE WE PROVIDE for this meeting.

### **3.4.1 NSW Health Strategy Priorities 2018-19**

A paper had been distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.

### **3.4.2 NSW Health League Table – May 2018**

A paper had been distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.

### **3.4.3 Local and Statewide Performance Update – May 2018**

A letter had been distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.

## **SAFETY AND QUALITY – EXCELLENCE – EVERY PATIENT, EVERY TIME**

### **4.1 Health Care Quality Committee Minutes**

The report and minutes from the meeting held on the 27<sup>th</sup> June 2018 had been circulated in the business papers. The report was NOTED by the Board.

It was NOTED by Dr Ian Kamerman who had been an observer at this meeting that there was a vibrancy and enthusiasm of all those present genuinely focussed upon improving the safety of patients attending facilities in our local health district.

The board ACKNOWLEDGED and THANKED the Chief Executive for his efforts around safety within the district and expressed support for his continuing efforts to strengthen the drive towards improved safety.

## **WEDNESDAY 18<sup>TH</sup> JULY 2018**

### **TOUR OF TAMWORTH HOSPITAL**

The Board was given a tour of Tamworth Hospital led by Ms Yvonne Patricks (Acting General Manager) and Ms Michelle Keir. The board THANKED Susan Heyman for her contribution to the positive culture within the hospital.

### **4.2 Patient Story**

The Patient Story had been distributed in the business papers. The patient story was DISCUSSED and NOTED by the Board.

### **4.3 New Business**

There was no New Business relating to SAFETY AND QUALITY for this meeting.

### **4.4 For Information**

There was no New Information relating to SAFETY AND QUALITY for this meeting.

## **MORNING TEA WITH TAMWORTH HEALTH COMMITTEE**

The Board was joined by the Local Health Committee from Tamworth over morning tea. The following were DISCUSSED and NOTED:

- Community efforts to improve health and fitness
  - The planned Men's Health promotional series on ABC Radio. Interviews will focus on Heart/stroke, COPD, respiratory etc with a focus on warning signs and how to prevent these health issues.
  - High sugar soft drinks policies/guidelines.
  - Community interest in health and fitness.
- Food Choices menu

- Mixed feedback on the health food choices in the community – with some concern about it not being prepared locally, positivity about less waste.
- Banksia redevelopment, and open day promoting Banksia.
- Supporting partners for cancer care.
- Telehealth use in clinics.
- Hospital Auxiliary services open day.
- NAIDOC week.

The Board CONGRATULATED and THANKED the Committee for its outstanding work, particularly its leadership in promoting healthy lifestyle in the community and requested that this be on forwarded to Committee members.

ACTION BY: Ms Susan Heyman

## **RESOURCES – MANAGING OUR SERVICES WELL**

### **5.1 Finance and Performance Report**

The Board DISCUSSED and NOTED the Finance and Performance Report.

The Board expressed gratitude and CONGRATULATED the Chief Executive, management and clinicians for their performance over 2017-2018 in the provision of clinical health services of high quality, to so many people with the resources available.

The Board requested that its thanks and congratulations be communicated to staff in the most appropriate means.

ACTION BY: Mr Michael DiRienzo

**Deep Dive** – Mr Ken White provided a deep dive into performance measures relating to Childhood obesity, outlining the range of measures being implemented to meet the target. The Board THANKED Ken White and NOTED his report.

### **5.2 Finance and Performance Committee Minutes**

The report and minutes of the meeting held on the 19<sup>th</sup> June 2018 had been distributed in the business papers. The report was NOTED by the Board.

### **5.3 Audit and Risk Management Committee**

The report was distributed in the business papers. The report was DISCUSSED and NOTED by the Board.

### **5.4 Audit and Risk Committee Chair Annual Report**

The report had been distributed in the business papers. The report was DISCUSSED and NOTED by the Board.

It was RESOLVED that the Chief Executive and Board Chair should sign the Corporate Governance Attestation Statement.

ACTION BY: Chief Executive and Chair

### **5.5 Work, Health and Safety Report**

The report had been distributed in the business papers. The report was DISCUSSED and NOTED by the Board.

There was discussion regarding best practice benchmarking for prevention of manual handling injury, arising from feedback from the previous board education session.

It was AGREED that Mr Michael DiRienzo to liaise with Mr Kim Nguyen and provide a response to the Board.

ACTION BY: Mr Michael DiRienzo

## **5.6 New Business**

### **5.6.1 Service Agreement**

The Board THANKED the team for the extensive negotiation surrounding the 2018-2019 Service Agreement.

It was RESOLVED that the Chief Executive and Board Chair sign the current agreement. A copy of the final agreement, inclusive any amendments, will be distributed to the Board.

ACTION BY: Mr Michael DiRienzo

## **5.7 For Information**

There was no New Information relating to MANAGING OUR SERVICES WELL for this meeting.

## **POSITIONING FOR THE FUTURE**

### **6.1 Innovation and Research Report**

There were no papers for this meeting.

### **6.2 New Maitland Hospital Committee**

There were no papers for this meeting.

### **6.3 New Business**

There was no New Business relating to POSITIONING FOR THE FUTURE for this meeting.

## **6.4 For Information**

### **6.4.1 Newcastle Inner City By Pass**

The paper was distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.

A verbal update was given to the board in relation to re-sheeting and road modifications for the John Hunter Hospital. This topic was DISCUSSED and NOTED by the Board.

## **OUR STAFF AND WORKPLACE CULTURE**

### **7.1 Medical and Dental Appointments Advisory Committee**

The report of the meeting of the Medical Dental Appointments Advisory Committee held in June 2018 had been distributed with the business papers. The paper was NOTED by the Board.

The new position of Executive Medical Director was DISCUSSED by the Board.

### **7.2 New Business**

There was no new business relating to OUR STAFF AND WORKPLACE CULTURE.

## **7.3 For Information**

### **7.3.1 VMO (Dr Gayed) Manning Hospital – Key Points**

The paper had been distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.



### **7.3.2 Medical Engagement**

The paper had been distributed in the business papers. The paper was DISCUSSED and NOTED by the Board.

## **BOARD DEVELOPMENT**

### **8.1 Board Performance Report**

There were no papers for this meeting.

### **8.2 Board Members Development Report**

There were no papers for this meeting.

### **8.3 New Business**

There was no new business relating to BOARD DEVELOPMENT.

### **8.4 For Information**

There was no new information relating to BOARD DEVELOPMENT.

## **LUNCH WITH TAMWORTH HOSPITAL CLINICIANS AND STAFF**

The Board was joined by the staff and clinicians from Tamworth Hospital over lunch. The following were DISCUSSED and NOTED:

### **What are staff proud of/what's working well/achievements?**

- Obstetrics and Gynaecology
  - Reduced waitlist periods for the first time.
  - Working on project to reduce infection rate after Caesarean Section births.
  - Front of house working with outpatient staff every woman has every opportunity access care (big turnaround from 50% no show rate for appointments).
  - Midwifery practice up and running.
  - An active consumer group.
  - Leaflet including different models of care being rolled out.
  - Interviewed 8 candidates for roles in Tamworth O&G this week.
- Cardiac Services
  - Succession planning needs to be implemented.
  - Cardiology service including intervention is going well and 90-95% are very appreciative of what can be done locally.
  - Outpatients there is currently no waitlist.
- Mental Health
  - Now have 8 psychiatrists, as opposed to 2 psychiatrists only 2 years ago.
  - First time more applicants for Registrar positions than there are positions.
  - Child psychiatry – community would benefit from a Child Psychiatrist, which they do not currently have.
- Surgical Services
  - Falls prevention focus and patient safety. Reducing risk to patients. Safety huddles are working to improve care, evidenced by reports run and decreased complaints.
- Rehabilitation Services
  - Rehabilitation ward is finding safety huddles very useful in their ward as well, both for patient safety and supporting staff on the ward.
  - Rehabilitation ward staff are very appreciative and grateful for their refurbishment. This assisted with morale and the overall staff culture on the ward.

- Emergency Department
  - Huddles take place at the start and end of each shift, including challenges for each shift.
  - Huddles are beneficial clinically but also for morale of staff on the ward.
- Allied Health
  - Allied Health staff have benefitted from the huddles throughout the hospital.
  - Huddles assist with discharge planning as well as from a safety perspective.
- Community Health
  - Enhancements around palliative care.
  - LVBC within diabetes service.
  - Paediatrician/psychologist joint clinic in the pipeline.
- Orthopaedics
  - Reduced waitlist from 1,000 to 200 (approximately 3 months time).
  - Lower infection rate and low re-admission rate.
  - 30 day mortality rate reduced by 50%.
  - Fracture clinic is integrated.
  - Thank you to Susan Heyman for listening to the clinicians and assisting with requests.
- MedChart
  - Across the whole hospital there has been very positive feedback from staff around medchart so far (day 1 of rollout).

### **Challenges**

- Emergency Department staffing challenges around lack of doctors and skillset of doctors on the ward.
- Succession planning.
- Within community health the CHIME database proves challenging.
- Transnet system for dialysis proves challenging, the maintenance is not being done.

### **Quality and Safety**

- Next year when the Board visits Tamworth Hospital, it has been suggested by the Board that the focus be around Quality and Safety – record, experience, what's working well.

The Board NOTED the thanks and appreciation from the staff in relation to the refurbishment of the hospital, as well as the respect for and evidence of good leadership within Tamworth Hospital.

## **MEETING REVIEW AND FEEDBACK**

### **9.1 Member's issues not covered elsewhere**

### **9.2 Feedback from the Previous Meeting**

The feedback report from the June meeting had been distributed in the business papers. The paper was NOTED by the Board.

### **9.3 Next Meeting**

The next meeting will be held on the 15<sup>th</sup> August 2018 at John Hunter Hospital, where the Board will meet with Junior Doctors.