
INFORMATION NOTES

INFORMAL BOARD MEETING

Date: 2.00pm-6.00pm, Monday 2 July 2018

Venue: Mirrabook Meeting Room, Shellharbour Hospital

ITEM 1: WELCOME

1.1 Acknowledgement of country

The Board Chair acknowledged the traditional owners of the land on which the Board met and paid respects to Elders past, present and future.

1.2 Attendance

Attendance of members

Ms Jill Boehm OAM; Mr Roger Downs; Professor Kathy Eagar; Mr John Stubbs; Professor Bill Lovegrove AO; Dr Rod McMahon; Ms Carrie Schulman; Mr Paul Knight.

Others in Attendance

Ms Margot Mains, Chief Executive; Ms Marg Martin, Executive Director Clinical Operations; Ms Angela Tugrul, Assistant Board Secretary.

Present for Agenda Item 2 were:

- Mr Ned Katrib, Southern Illawarra Hospital Group (SIHG) General Manager
- Dr Anna Di Marco, Shellharbour Hospital Director Prevocational Education and Training
- Dr Jacqui Irvine, SIHG Director Medical Services
- Ms Kerry Shanahan, SIHG Director of Nursing
- Ms Justine Dwyer, SIHG Deputy Director of Nursing
- Ms Ngarla Tetley, SIHG Workforce Support Manager
- Mr James Rowe, Acting Shellharbour Hospital Emergency Department Supervisor.

1.3 Apologies

Professor Denis King OAM (Chair); Ms Marisa Mastroianni; Mr Gerrard Sutton; Ms Jasmina Jonceski, Board Secretary.

ITEM 2: PRESENTATION ON THE SOUTHERN ILLAWARRA HOSPITAL GROUP

The Board attended the staff morning tea at the Shellharbour Hospital dining room and met the Executive. The Board received the presentation on SIHG provided.

The Board and the Executive discussed the following matters during the presentation:

- The SIHG Director of Nursing advised of recent incidents where compassionate care was not extended. The Board queried how compassion is being addressed, with the SIHG Director of Nursing noting feedback and data are being analysed. The Chief Executive noted that she has concerns around recent stories of failures in compassion, both at the District and Health generally. Ms Schulman noted that data analysis and education doesn't lead to improvements in compassion, felt it is linked to people. The Board noted that resource constraints shouldn't result in a lack of compassion, however the potential for burn out needed to be addressed. Discharges against medical advice were noted to be non-compassionate health care
- Mr Andersen queried whether Mental Health services on site are under SIHG management. The SIHG General Manager advised no; however, Mental Health impacts on SIHG's operations. The SIHG General Manager noted an improving governance framework and service level agreement with Mental Health.
- The SIHG Director Medical Service noted that some incident types were not being entered into the Incident Information Management System (IIMS), as well as some being resolved in the system without being addressed or improvements being made. The Board concurred it is a poor system but that the District cannot wait for new software, instead needing to use existing resources to analyse data

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- Techniques to manage emergency department (ED) long stay patients, which can be up to 30 per cent of patients. The SIHG Director of Nursing advised staff had raised concerns about the safety of the ED overnight
 - The Shellharbour Hospital Director Prevocational Education and Training discussed the junior medical workforce educational support and governance issues. Mr Stubbs queried whether junior medical officers are wanting to return to the Hospital after their training. Dr Di Marco noted to Shellharbour Hospital yes, but not to other District hospitals, particularly due to medical workforce issues
 - Ms Schulman asked the Acting Shellharbour Hospital Emergency Department Supervisor his impressions as a new medical officer, particularly of emergency treatment performance targets. Mr Rowe noted he was in the United Kingdom and New Zealand when targets were introduced. He felt that the Shellharbour ED was performing initial consultations well, however ongoing care needed improvement. Mr Rowe raised an issue from earlier that day with a patient in isolation 37 hours with no medical documentation for 24 hours. He did not think patient flow issues were attributable solely to ED, and noted the newly established observation/medical assessment unit was proving helpful
 - The SIHG Director Medical Services and the Acting Shellharbour Hospital Emergency Department Supervisor noted the need to use ED resources more beneficially. Hospital medical officers have agreed to try new methods, for example ED medical officers providing hospital wide early invention assessments in instances of deterioration. Surgeons have also indicated keenness for support from the critical care medical officers on site. The SIHG Director Medical Services felt this would drive culture change and enable building on each other's areas of specialisation
 - Ms Eagar noted the aspiration for an intensive care or high dependency unit at Shellharbour Hospital and the workforce limitations. SIHG Director Medical Services noted this is a future plan, but recognise it is expensive and other limitations, so are considering what can be done within existing resources. The Chief Executive noted that Shellharbour Hospital will always be in partnership with Wollongong Hospital, which is now operating more effectively
 - Ms Schulman noted the need in the long term to have local people and practitioners understand the capabilities of the Hospital and change long-held views. Community consultations should be held, so it is known where the site is going and encourage people to self-select the right place for care. The SIHG Executive team noted improvements to the internet and profile are underway, as well as increased partnering with GPs
 - The SIHG General Manager noted positive feedback he had received that morning from six patients about their care and the Hospital staff, despite a very busy weekend and long delays

Mr Paul Knight and Mr Bill Lovegrove left the meeting at 4.15pm at the conclusion of the presentation.

ITEM 3: CHIEF EXECUTIVE REPORT

The Board received the information provided.

ITEM 4: CONFIDENTIAL CHIEF EXECUTIVE REPORT

Refer to the confidential information notes.

ITEM 5: MEETING FINALISATION

Details for the next formal meeting of the Board are:

Monday 6 August 2018

2.00pm-6.00pm

District Executive Office, Warrawong

MEETING CLOSED AT 4.50PM.