

# INFORMAL NOTES

## INFORMAL BOARD MEETING

Date: 2.00pm-6.00pm, Monday 3 September 2018

Venue: Conference Rooms, Wollongong 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

Professor Denis King OAM (Chair); Ms Jill Boehm OAM; Dr Stephen Andersen OAM; Mr Roger Downs; Professor Kathy Eagar; Mr Paul Knight; Professor Bill Lovegrove AO; Ms Marisa Mastroianni; Dr Rod McMahon; Dr William Pratt; Ms Carrie Schulman; Mr Gerrard Sutton AO.

Professor Lovegrove was present until 3.30pm.

##### Others in Attendance

Ms Caroline Langston, Acting Chief Executive; Ms Marg Martin, Executive Director Clinical Operations; Ms Jasmina Jonceski, Board Secretary and Executive Officer; Ms Angela Tugrul, Assistant Board Secretary.

Present for Agenda Item 2 were:

- Ms Nicole Sheppard, General Manager Northern Illawarra Hospital Group
- Dr Jamal Ghannam, Director of Medical Services, Northern Illawarra Hospital Group
- Ms Karen Tuqiri, Director of Nursing and Midwifery, Wollongong Hospital
- Ms Alison Franklin, Director of Nursing/Operations Manager, Bulli Hospital
- Ms Melissa Rees, A/Director of Nursing/Operations Manager, Coledale Hospital
- Ms Kate Fish, Co-Director Surgery and Manager Surgery Wollongong Hospital
- Ms Kristen Ireland, Manager Finance, Northern Illawarra Hospital Group
- Ms Moira Allen, Workforce Support Manager, Northern Illawarra Hospital Group
- Ms Nicol Sali, Acting Workforce Manager, Northern Illawarra Hospital Group
- Ms Kylie Harper, Facility Support Manager.

Present for Agenda Item 3 were:

- Associate Professor Judy Mullan, Director Centre for Health Research Illawarra Shoalhaven Population
- Dr Luise Lago, Senior Statistician
- Mr Brendan McAlister, Data Integration Coordinator.

#### 1.3 Apologies

Mr John Stubbs, Board Member; Ms Margot Mains, Chief Executive.

### ITEM 2: PRESENTATION ON THE NORTHERN ILLAWARRA HOSPITAL GROUP (NIHG)

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

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

- Highlights over the past year
  - Recruitment to nursing vacancies
  - Rollout of the Studer accountability framework including greater focus on deliverables and problem solving to focus on what is not working to plan

- Maternity Services has been a significant issue, focus on clinical leadership and midwifery recruitment to fill vacancies and Birthrate Plus vacancies
  - No Severity Assessment Code (SAC) 1 incidents in 2018, noticeable decline in complaints
- Surgery enhancements
- Presentation of four oral presentations at the International Practice Development Collaborative Enhancing Practice 2018 in Basel Switzerland
- Compassionate Care Program, led by Ms Karen Tuqiri, Director of Nursing and Midwifery, to deliver health care with compassion for themselves, their teams and patients;
  - Includes evaluating compassionate care; initial rollout with nursing leaders at Wollongong Hospital and since has been rolled out to Southern Illawarra Hospital Group
- Working with social media platforms to enhance the profile of and recruitment to Wollongong Hospital and Northern Illawarra Hospital Group
- Falls reduction and Leading Better Value Care rollout
  - Coledale and Wollongong Hospitals are under the falls target rate with further work underway at Bulli Hospital to bring the rate down
- Procedure category breaches remain a challenge, in particular for Category A patients (within 30 days)
  - The Board discussed challenges, in particular the difficulties in ensuring procedures are given appropriate categorisation by referring doctors
- Strategic Priority 1: Key challenges are around meeting surgical targets, meeting emergency targets, meeting budget and filling midwifery and nursing vacancies
  - Whole of Health program, including cascade of strategic priorities to the Hospital and benchmarking against similar peer hospitals; includes multi-speciality team steering group to monitor and implement action plan
    - Question on weekend discharges and how they are being managed to minimise impact on Mondays; noted that some specialities have good processes in place with doctors attending on weekend mornings; however, this is not consistent across specialities and can continue to be improved on; the focus being on criteria led discharge
  - Quality and Safety practice evaluation; initial reviews have identified concerns about language and culture; identified limited focus on Essentials of Care, which has been reengaged through focus on safety boards and huddles in wards, creating high visibility and providing clarity of focus on key measures to engage with staff; introducing techniques for staff to access data on quality and safety outcomes, patient and staff experience
    - Question about People Matter Employee Survey results noting that Medical Imaging has received some of the poorer staff views across the District; noted that Medical Imaging does not have a direct reporting line
      - In April 2018, an Attitudes survey was undertaken across Wollongong Hospital nursing staff; Medical Imaging had poorer results compared to other services within the District
- Strategic Priority 2: Workforce Safety focus has been understanding results to continue to improve and do better in work health and safety
- Strategic Priority 4: Focus on financial education across Hospital Group managers, focus on meeting with cost centre managers so they understand their results and budgets
  - Results and savings from the Financial Improvement Initiatives were outlined
  - Question on winter surge beds, with the Executive noting that they are temporary positions.

*Professor Lovegrove left the meeting at 3.30pm during discussion on this item.*

The Chair thanked the General Manager and her team for the presentation and the excellent work by the Northern Illawarra Hospital Group team.

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**ITEM 3: PRESENTATION FROM CENTRE FOR HEALTH RESEARCH ILLAWARRA SHOALHAVEN POPULATION (CHRISP) RESEARCH**

The Board welcomed Associate Professor Judy Mullan, Director CHRISP; Dr Luise Lago, Senior Statistician; Mr Brendan McAlister, Data Integration Coordinator.

The Board discussed the following matters during the presentation:

- Security arrangements around the database
  - Those who access the health data do not have access to the linked platform
  - Linkage process built into the system, with a break in the middle preventing the demographic data from being re-linked back to the health data
  - Each stakeholder has their own personal keys not shared with each other
  - Data is accessed through the Illawarra Shoalhaven Local Health District server environment and requires access approval
  - Data is hosted externally by dxc.technology (previously known as CSC)
  - Once a project is complete, the data is removed from the database.
- There has been a request for collaboration from University of NSW and University of Newcastle researchers, funding for linkage with Medicare data, which is noted to be expensive to access
- There have been discussions with the Australian Institute of Health and Welfare (AIHW) about linking into the database; however to be able to do the linkage themselves, CHRISP would need to apply to become an approved service
- Research projects underway include smaller student projects having a large impact, for example medication misadventures; and that projects can be broadly grouped into key themes, for example chronic conditions, frail elderly, end of life and mental health
- There is increasing interest from external parties about the Platform as CHRISP has developed findings and outcomes, for example, the University of NSW has expressed an interest in collaboration
- Roles and relationships within the District's research capacity have been developed, including with Planning and Performance and Research Central, and with the Ethics Committee which is referring projects to CHRISP
- A key priority remains for CHRISP to access grant funding to ensure its future with committee funding for an additional year; CHRISP has submitted a number of grant applications already, and continues to do
- Translation of research into practice framework continues, with workshops underway, for example, breaking down the frequent emergency department attenders into three categories of older persons, mental health and respiratory and heart failure patients.

The Board commended CHRISP on its hard work and achievements in a short period of time.

The Chair thanked Professor Mullan and the CHRISP team for their presentation.

**ITEM 3: CHIEF EXECUTIVE REPORT**

The Board received the information provided.

The Board discussed:

- The recent Research Dinner, noting it was a great event and enjoyed by all
- The Ministerial Health Round Table, with the Chair advising that the data on justice presentations was overstated, being one or two per month not one per day quoted.

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**MEETING FINALISATION**

**Details for the next formal meeting of the Board are:**

Monday 15 October 2018

2.00pm-6.00pm

Pacific Rooms, Novotel Northbeach, Wollongong

**MEETING CLOSED AT 5.35PM.**

**CERTIFIED A CORRECT RECORD**

**Professor Denis King OAM**

**15 October 2018**