



Health
South Eastern Sydney
Local Health District

TRIM: T18/xxxxxx

Meeting: POWH/SSEH Community Advisory Committee
Date: Wednesday 2 May 2018

Chair: Mr George Constantin
Minutes: Ms Ildiko Greener

Presentation: Patient Flow Collaborative by Barbara Daly / Paul Clifford

In December 2017 and January 2018, more than 70 staff from across POWH attended Patient Flow Forums to work together to improve safe and timely access to care for our patients. Based on the robust conversations at these forums, an action plan was developed. Since this time many staff have been involved in a patient flow collaborative to implement the strategies identified in the action plan.

The team leading this work attended and presented on some of the key strategies from the action plan and the associated improvement to patient flow. As part of this work POWH have been collaborating with other hospitals across NSW to share learnings and collectively improve patient flow.

REACH presentation

This presentation will be held over until the final details have been confirmed by the CERS team.

1. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Apology	Tanya Kant	Consumer	Present
Verity Luckey	DON POWH	Present	Susan Nicholson	consumer	Present
Jennie Barry	DON SSEH	Present	Ben Steele	Consumer	Present
Carolyn Smith	SSEH	Apology	Ericka Van Aalst	Consumer	Present
Belinda Rabet	NM POWH	Present	Jan Titterton	Consumer	Present
George Constantin	Consumer/Chair	Present	Andros Eleftheriou	Consumer	Present
Nava Turner	Consumer/Dep Chair	Present	Leanne Anderson	Consumer	Apology
Kathleen Sutherland	Consumer	Present	Harris Mihailidis	Consumer	Present
Ajay Varshney	Consumer	Present	Sue Suchy	Consumer	Present
Keren Hong	Consumer	Present			

2. Minutes

2.1 Confirmation of minutes	The minutes from March meeting did not mention concessional parking requirements and validation – the action was for Tobi to look into this and discuss at the April meeting – this will go on the agenda for the next meeting. The rest of the minutes were confirmed as a true and accurate record – by committee members Ajay Varshney and Kathleen Sutherland.
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3. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
3.1 Mixed Gender Report (Monthly)	The mixed gender report was tabled showing improved results, 12-13%. Memo sent out by Gerry Marr advising this is an issue all round requesting to continuously monitor this issue.	Keep on agenda	B Rabet	Next meeting
3.2 Graffiti – High Street entrance	Graffiti has been removed and both signs replaced.	Remove from agenda		
3.3 Cigarette butts entrance to POWH	This area belongs to the Randwick Council. Advised extra cleaning will be allocated to this area. To be monitored.	Remove from agenda		
3.4 CAC Action Plan	Members to commence with their actions provided in plan. Plan updates to be provided quarterly by members or earlier if completed. BR/AV to meet to discuss 'teach back' outside of this meeting BR to present Standard 2 updated at next meeting.	Update quarterly noting only presentation to be given on progress	All members B Rabet	July meeting May 23 meeting

4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH update by hospital Executive	<p>Prince of Wales Hospital: POWH Redevelopment update: A/DON POWH – Verity Luckey Advised Schematics have now been completed and signed off.</p> <p>Development design has commenced.</p>			

		<p>Issue identified; lifts need to be a certain size to fit the needs of ICU and Children's hospital equipment.</p> <p>Question raised by Susan Nicholson: are the acoustics of the rooms taken into consideration when designing the rooms? VL confirmed that the acoustics and design of the rooms were taken into consideration.</p> <p>VL – advised POWH recently introduced D-Assist in the Spinal Unit. Program is called 'Alexa'. The system is voice activated and prioritises nurse requests/messages in order of urgency. POWH is the first hospital using this in the world. To date we have only received positive feedback from patients and nurses.</p> <p>HM asked how Alexa distinguishing accents? VL advised there really hasn't been too many issues raised however these issues are being looked at. Alexa is a work in progress and POWH are currently working through these as they arise.</p> <p>Sydney/Sydney Eye Hospital: Patient Opinion presented at the Patient Experience Symposium, since December 2017, 144 stories have been received.</p> <p>The Eye patient departure lounge refurbishment underway. Carpark lifts have been refurbished, remainder of lifts at SSEH to be refurbished due to be completed by August 2018.</p>		
4.2	Community Advisory Committee members questions	<p>EV – raised concerns around the signage within and around the hospital. BR - Advised that this is part of the Way Finding Committee and EV is welcome to participate if able.</p> <p>SS – Disabled toilets – Nelune - Update to be provided at next meeting on progress with accessing toilets BR – advised has not received an update yet</p> <p>SN – Raised WHS issue over works conducted at Barker St entrance whereby workmen standing on chairs. BR advised all external companies must do orientation prior to any works being conducted. Matter to be reported to WHS.</p> <p>SN – Commented on the type of cups being used by the visually impaired</p>	Follow up BR to report to WHS. Noting only	BR Next meeting

		<p>at SSEH. JB advised there has been extensive works conducted with patients, looking at contrasting colours however the preferred outcome by patients was to use plastic cups and water in a bottle rather than a jug. JB will provide an update when available.</p> <p>SN also stated that other alternate strategies introduced included black toilet seats rather than white.</p> <p>KH – Advised there was an issue with the main lifts at SSEH. JB advised this was a one off incident and the matter has now been resolved.</p> <p>JT – Requested an update re: when will the lifts at the High St entrance be repaired. JB/VL advised GM Tobi Wilson has raised this at the Executive meeting, TW will provide updates when available.</p> <p>JT – Requested an update re: POWH Website – content Management system Launch. VL advised there is a delay due to a non user friendly platform. Currently waiting for an appropriate platform to be developed. Update will be provided when available.</p> <p>JT – attended the Patient Experience Symposium where the privacy of Journey boards discussed. Confirmed patients name is available on the board.</p>		
4.3	Updates from Committee Membership	<p>Members were requested to provide only major points only</p> <p>BS – Attended the Patient Experience Symposium,</p> <ul style="list-style-type: none"> • Diversity Health initiatives for POWH are underway • Maximising Patient stories presentation was given. • VL commented – ‘Stories do make a difference’. VL received a presentation locally on how to use the stories better. • BS requested if any consumers interested in ‘Purposeful Story telling’ to contact him directly. <p>AV – Attended the Food & Nutrition committee</p> <ul style="list-style-type: none"> • Will be attending a tour of the kitchen. • Margaret Holiday (Head of Dietetics) to will present to CAC. <p>AV – Attended Way Finding meeting</p> <ul style="list-style-type: none"> • New signage re: High St access afterhours. • Colours have not been singed off. 		

	<p>SN – Attended Patient Safety & Improvement meeting.</p> <ul style="list-style-type: none"> • Presentation by Mary Mulcahy – Patient Stories • Patient opinion to be rolled out July 2018 • Accreditation risks outlined • Mortuary report tabled. • Monitoring of medication refrigerators <p>SN - Attended SSEH Quality Meeting</p> <ul style="list-style-type: none"> • QARS Presentation • Hoverbeds discussed, funding has been received. <p>SN – Attended two Communication Patient Safety committee meetings.</p> <ul style="list-style-type: none"> • TOR'S currently being discussed. <p>EV/JT – Attended a one off 'Verbal Direction to Staff' meeting at SSEH</p> <p>JT – Attended Integrated Care Committee;</p> <ul style="list-style-type: none"> • Currently 20 projects in progress in isolated areas • JT doesn't feel Health pathways are working well. <p>HM – Attended Medication Safety Committee</p> <ul style="list-style-type: none"> • Raised concerns around receiving information about the meeting • Issues raised around patients receiving sleeping tablets late looking at other avenues – ie use of earplugs • Medication dispensing issues discussed • Incident discussed where secondary drug prescribed for alcohol withdrawal patient which caused an episode. <p>TK – Attended POWH Infection, Prevention & Control meeting</p> <ul style="list-style-type: none"> • Hand Hygiene compliance discussed • Occupational exposures discussed • Ongoing education regarding disposable needles is recommended • Staff in high risk areas must receive Flu vaccinations <p>VL – Advised POWH Flu prevention commenced today with a number committees.</p> <ul style="list-style-type: none"> • Mass flu vaccination for staff commencing 8,9,10 May <p>TK – Attended General Rehab, Clinical Quality and Safety meeting</p> <ul style="list-style-type: none"> • MDIS includes early intervention • No waiting lists 		
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		<ul style="list-style-type: none"> Ongoing education for admissions/discharges 			
4.4	Consumer Engagement for Redevelopment working party - update	<p>AV – Re-development update:</p> <ul style="list-style-type: none"> Schematics now signed off ED/Spinal areas now signed off Tour of existing wards given looking at placement of beds <p>BR to check consumer representation for redevelopment meetings</p>	Follow up consumer re-presentation	BR	Next meeting

5. General Business

Issue	Discussion	Action Required	Who	Due
NIL				

6. New Business without notice

Issue	Discussion	Action Required	Who	Due
5.1	Committee memberships – updates at meetings	Moving forward Consumer members to provide only major points from any meetings they represent on. Feedback forms must be submitted to Ildiko Greener.		

The next meeting will be held on **Wednesday 27 June 2018 at POWH**

There being no further business the meeting closed at 6pm

Accepted as a true record:  Chair: GEORGE CONSTANTIN Date: 24/10/18

Signature Chair

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Powt communicating for Patient Safety Committee	CHAIR OF MEETING	Chris Conn
DATE/TIME OF MEETING	01.05.18 - 13.30 - 1500 Hrs	LOCATION	EUA
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Terms of Reference - Membership expanding</p> <p>1) Action plans. Questionnaires for audits adopted - Staff & Patients.</p> <p>2) Transition to Version 2 of National Standards. Plan to be developed after September 2018 Accreditation Survey</p> <p>4) Barriers to having eMR open at handover. i) Theatres computers hardware. ii) Recovery - resources.</p>		

DATE: 02.05.18
SIGNATURE: 

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Patient communicating for patient safety committee	CHAIR OF MEETING	Chris Con n
DATE/TIME OF MEETING	09.04.18: 12.30 - 1.30 pm	LOCATION	EU 1A
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) Accreditation update: The Northern Sector Accreditation readiness committee has been returned with over sight & risk</p> <p>2) Terms of reference: membership of committee. Head for members at the delivery of care with experience of handover and patient identity need to be included</p> <p>3) Review of existing clinical handover tool need due to eMR changing some aspects</p> <p>4) Intox plan - review to identify gaps HS 5+6</p> <p>ii) Check with Policies and Standard Rules if change necessary due to eMR</p> <p>iii) Discharge processes</p>		

DATE: 12th April 2018

SIGNATURE: *S Nicholson*

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	SHEATH clinical quality and risk management	CHAIR OF MEETING	Jenny Barry
DATE/TIME OF MEETING	30.04.18 2-3pm	LOCATION	Worral Theatre.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) QARS. i) Presentation - Carla - Project Officer. ii) Staff Training timetable presented 2) Falls. To date this year double for same period last year 3) CEC Grants Program - "Having better care" Sydney Hospital was submitted requests to fund (a) Roger chair; (b) Hoover bed. Total approx \$16,000.</p>		

DATE: 01.05.18

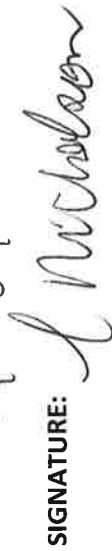
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MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	POW Patient Safety and Improvement Committee	CHAIR OF MEETING	Verity Lacey
DATE/TIME OF MEETING	09.04.18: 13.30 - 15.00	LOCATION	EU A & B
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>1) Patient Story Review: story taking workshop to be undertaken</p> <p>2) Patient Opinion: POW it rolled out July 2018.</p> <p>3) Accreditation: Risks noted.</p> <p>4) ACA: Need to maintain recommendations once met.</p> <p>5) Medication fridge monitoring. Tabled.</p> <p>6) CHAS 14 2016 Casebook. Tabled.</p>		

DATE: 14.04.18

SIGNATURE: 

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	TANYA KANT		
COMMITTEE/MEETING TITLE	SESLHD PIW GENERAL REHAB WARD / DEPT CLINICAL QUALITY AND SAFETY COMMITTEE (CQPSO)	CHAIR OF MEETING	DR. G. BOWRING
TIME OF MEETING		LOCATION	SPAIN REHAB
POINTS AND ISSUES FOR DISCUSSION WITH MEMBERS	<p><u>Key performance indicators</u> <u>collecting data from other hospitals until June - analyse after and report on the outcomes</u></p> <p><u>NDIS new includes early intervention targeted before the end of Rehab Morbidity/Mortality</u> <u>WAIT LIST</u> none great news</p> <p><u>Falls</u> 7 Donald 3 falls since March unmetressed associated with toileting Ass/Nurse should be more utilised Regular toileting to be encouraged to avoid falls associated with toilets Staff should focus on cognition and toileting See if B/P is one of the causes Medications are looked at but documentation at times is poor <u>Falls assessment on Admission</u> <u>ongoing falls education for Nursing Staff</u> No SQE 1 or 2</p> <p><u>issues delaying discharges</u> one person waiting for NDIS plus some clinical issues causing delays at times <u>allied health waiting list</u> - P/T 1-4 weeks Speech Pathology No waiting list <u>New business</u></p>		

create a separate generic progress Rehab Note for handovers
Audit Report started National Security Stroke audit report should be ready by November

Tanya Kant 16.4.18

SIGNATURE:

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	TANYA KANT	
COMMITTEE/MEETING TITLE	INFECTIOUS PREVENTION AND CONTROL	

CHAIR OF MEETING
DR MULMAN

LOCATION
EDU A

DATE/TIME OF MEETING	FRIDAY 6.4.2018 10 AM
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ACTIONS ARISING POLICIES FOR REVIEW AND RATIFICATION

STANDARDS 3

HAI CLINICAL INDICATORS: SAB 2016 - FEB 2018

CABC ON 12.2.18 - patient waiting for transfer to grafton
 27.2.18 Blood culture - Staph aureus - discharged 28.2.18
 PIVC site inspection - IIMS 2568568-20
 Presented 9.12.18 - discharged 21.2.18 Staph aureus
 Dresser revealed 5cm long segment occlusive thrombosis in the
 right cephalic vein in the anterior right arm

CVC Paper forms

electronic versions not quite ready or working once EMP updated w.k
 Retaining the yellow carbon copy for auditing
 the form - there will be no issues with these forms lying around. The
 original form goes back to 2008
Hand Hygiene 77% compliance looking for about 80%
 Some wards need better compliance - these wards will be contacted ^{individually}
 2 NASH and Adult Out patients
Occupational exposures Feb-March lots in comparison to 6 in Jan and
 February total 8 need stick
 ongoing education is the only way to improvement (change in culture is
 the only way to lose the pens
 high category risk areas for vaccinations must be done by all staff if
 they refuse could be deployed to work in another area

DATE: 10.4.19

SIGNATURE: Tanya Kant

MEETING FEEDBACK FORM

CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	Janette Titterton		
COMMITTEE/MEETING TITLE	INTEGRATED CARE STEERING COMMITTEE	CHAIR OF MEETING	DR GREG STEWART
DATE/TIME OF MEETING	19/04/2018 11.00 - 12.30	LOCATION	TELECONFERENCE RANDWICK CAMPUS
KEY POINTS	<p>Projects</p> <p>I.C. BROADLY RUN 20 ISOLATED PROJECTS ALL WITH DIFFERENT TARGETS AND PROCESSES.. SOUTH EASTERN SYDNEY IT HAS LIMITED PROJECTS IN SUTHERLAND MOST OF THE FOCUS IS STILL ON TRAINING FOR GPs + HEALTH COACHING. AS COACHING HAS BEEN UNDERUTILISED - RETRAIN EVERYONE ALREADY TRAINED</p>		
ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>HEALTH-ONE REVIEW</p> <p>HEALTH PATHWAYS - IS STILL A WORK IN PROGRESS</p> <p>FOCUS IS ON TELECOACHING + GP SURGERY COACHING. - DUE TO THE FACT THE PROJECTS WERE SO DISPARATE CLEAR INDICATIONS OF PROGRESS DIFFICULT TO ASSESS. CREATING PARTNERSHIPS/ SHARING DATA STILL MAJOR BLOCKS.</p>		
ACTIONS/COMMENTS			

DATE: 19.4.2018

SIGNATURE

