


MINUTES

For the meeting of the TSH Consumer Advisory Group
 4th September, 2019 Level 4 Multipurpose Function Room.

ITEM	DESCRIPTION	CARRIAGE
1	Attendance:	
	Staff / Consumer Reps: Karina Stamef (KS) Community Engagement and Fundraising Manager (Minute Taker) Jan Heiler (JH) Director of Nursing and Midwifery Katerina Volas (KV) Director of Corporate Services Patrice Thomas (PT) Acting Patient Safety Manager Valerie Jovanovic (VJ) General Manager Malcolm Ricker (MR) Consumer Representative Peter Lewis (PL) Consumer Representative (Chair) Debbie Wood (DW) Consumer Representative Jenny Church (JC) Consumer Representative Jim Hankins (JH) Consumer Representative Sharon Bennett (SB) Consumer Representative Sonia Markoff (SM) Consumer Representative Gillian McDonnell (GM) Consumer Representative Virginia Hughes (VH) Consumer Representative Apologies: Shirley Smith (SS) Consumer Representative Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager Marian Foulcher (MF) Consumer Representative Guests: Annie Downie CNC, Cardiology Michelle Brady Nurse Educator, Practice and Workforce Capability Service Caroline Zeitoun Director of Pharmacy	
2	Guests Welcomed	Peter Lewis
3	Approval of August minutes – Approved Items Arising – Please refer to Actions List	Peter Lewis
4	Declaration of conflict of interest – N/A	All
5	General Business	All
	5.1 – Report from the Chair – N/A	Peter Lewis
6	Management Reports	




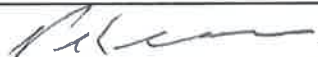
ITEM	DESCRIPTION	CARRIAGE
	<p>6.1 GM Report</p> <ul style="list-style-type: none"> Hospital Activity and Demand – Continued high activity across the hospital. TSH has been given approval to open more beds. VJ is currently working with the District to see what can be achieved. Patient Safety – Consumer Rep. Mal Ricker recently presented to the TSH Safety Program Working Group to discuss the change in culture required to enhance patient safety and quality care, using lots of examples from the airline industry. A framework is currently taking shape, and a roadshow will follow. Some of the key areas include; speaking up for safety, having appropriate conversations, accountability. Garrawarra has been in the media this week, VJ is currently working through those issues with Garrawarra. 	Valerie Jovanovic
	<p>6.2 Nursing and Midwifery</p> <ul style="list-style-type: none"> August KPI Summary – JH will send to KS via email to share with the CAG. Consumer Walkaround – Info. re: Concessional Parking. Most areas have the forms and information sheets with discount eligibility. Patients / visitors can also speak to Wilson’s Parking for more information. JH will send a soft copy to CAG and all TSH NUMs. Employee Survey – GM currently going through the results with Department Heads. Results will then be shared with staff. 	Jan Heiler
	<p>6.3 Overview of Patient Feedback – N/A</p>	Valmai Ciccarello
	<p>6.4 Corporate Services</p> <ul style="list-style-type: none"> Architects (BNV) were at TSH today to review the site before the upcoming works commence. KV recently conducted a walk around with the MOH Tobacco Compliance Manager. More no smoking signage have been put up, but unfortunately this hasn’t made any difference to deterring visitors / patients from smoking in those areas. Internal Audit 2020 – schedule has been released. The audit will be looking at TSH compliance with procedures, governance and complaints for cleaning. Clinical areas are the hospital’s main priority. 	Katarina Volas

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6.2	<p>Item for CAG discussion / advice from Jan Heiler required: <i>What content should the CAG provide input for?</i></p> <ul style="list-style-type: none"> ● TSH CAG members are invited to review and provide feedback on content <u>produced internally by TSH staff</u>. ● External content shared with the CAG will be as a 'FYI' only e.g. Heart Foundation videos, Beyond Blue posters. ● KS will specify which category the content falls under when shared with the CAG (e.g. 'For CAG review / feedback' or 'For FYI only'). 	Jan Heiler / CAG
7	<p>Document Reviews:</p> <ul style="list-style-type: none"> ● Cardiology Patient Education Videos in Yarrabee/CCU – Annie Downie, Cardiology CNC <ul style="list-style-type: none"> ○ Cardiology are in the process of uploading cardiology videos to patient TVs for cardiac patients. Subtitles will be available for the top 5 community languages in the district. ○ A suggestion was made for the channel showing those videos to be programmed as the 'default' channel (i.e. when TVs are switched on), rather than defaulting to a free to air channel. ● Hand Hygiene Banners – Michelle Brady, Nurse Educator, Practice and Workforce Capability Service <ul style="list-style-type: none"> ○ MB advised that overall compliance of hand hygiene has dropped. Education for specific 'moments' will be shared in the lifts, targeting clinical staff. ○ The banners will be rotated to ward areas after their 2 week slot in the lifts. NUMs to raise each 'moment' in staff huddles. ○ 7 moments currently on display. 	

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8	<p>Presentations / Discussions:</p> <ul style="list-style-type: none"> • EMERGE Project (undertaken between the ED and Pharmacy, to improve medication reconciliation at TSH) – Caroline Zeitoun, Director of Pharmacy <ul style="list-style-type: none"> ○ The process allowed the Pharmacists to improve their skills with medical reconciliation and medical history taking. ○ eMEDs (Electronic prescribing system) helps to make reporting easier. ○ The trial met all its objectives and had other benefits to improve patient safety and care. ○ The trial enabled successful redesign of the discharge medication process by enabling the use of the ‘<i>discharge summary referral</i>’ as the ‘<i>discharge prescription</i>’, which also saved time for staff. ○ The project is no longer funded, so would require more funding and resources to continue. ○ The consumer representatives would like to raise this at the next Clinical Council meeting, so will put together a few bullet points for Jenny Church to present at next month’s CC meeting. ○ Powerpoint pack include below: <div style="text-align: center;">  <p>ED Pharmacist Trial PSQ.pptx</p> </div> • Cultural Change – Malcolm Ricker, Consumer Representative <ul style="list-style-type: none"> ○ MR provided a presentation to the PSCQ and the TSH Safety Program Working Group, and has also been invited to be part of the SESLHD Safety Board (meets quarterly). ○ As the airline industry is now one of the safest industries, a lot can be learned about how the cultural change within the industry enabled that. This cultural change can also be applied to the health industry. ○ The process aims to create a culture where authority can be respectfully questioned / challenged, and preventable deaths can be eliminated. ○ Recommended Book: ‘<i>Why hospitals should fly – the ultimate flight path to patient safety and quality care</i>’ John J. Nance, JD ○ Follow-up Book: ‘<i>Charting the Course – Launching Patient-Centric Healthcare</i>’ - John J. Nance, JD and Kathleen M. Bartholemew, RN, MN. 	

ITEM	DESCRIPTION	CARRIAGE
9	Standing Items	
	9.1 Standards / Accreditation – N/A	<i>As required</i>
	9.2 TSH Food and Nutrition <ul style="list-style-type: none"> • My Food Choices – review done and patients want to see physical menus back again (iPads have not been well received). • The hospital is currently looking in to alternative food choices for patients that don't fit the mold (e.g. require a different texture of food, are on a fluid diet). • Straws – decision yet to be made re: plastic / paper straws. • Protected meal times surveyed and showed no real change. 	Jenny Church
	9.3 Clinical Council <ul style="list-style-type: none"> • SMO contact list currently in process of being updated. • 2nd CT scanner – ETA Nov 2019 (post hospital building works). • Patient phones are not connected due to an issue with the new software. Patients can use ward phones in the interim. 	Jenny Church
	9.4 Emergency Department – N/A	Peter Lewis / Gillian McDonnell
	9.5 Falls Prevention <ul style="list-style-type: none"> • Increased falls in Rehab • Fall prevention plans largely dependent on patient behavior. 	Sonia Markoff
	9.6 Person Centered Care – N/A	Debbie Wood
	9.7 Pressure Injury Prevention and Management <ul style="list-style-type: none"> • Increase in pressure injuries. 52 hospital-acquired pressure injuries since June. • New Quality Risk Safety Manager – will be looking to improve the gaps in procedures that need to be addressed. 	Sonia Markoff
	9.8 Patient Flow and Demand Management – No update received. Will be circulated once received.	Gregory Cramery <i>(Written Update)</i>
	9.9 TSH Emergency Response Working Group <ul style="list-style-type: none"> • N/A – requested written update. 	Sharon Bennett
	9.10 Children's Acute Review Service Committee <ul style="list-style-type: none"> • N/A 	Stephanie Kelly

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	<p>9.11 Patient Safety and Clinical Quality</p> <ul style="list-style-type: none"> N/A 	Malcolm Ricker
	<p>9.12 Volunteer Report</p> <ul style="list-style-type: none"> Consumer Voucher Payment – no issues with email vouchers sent out last month. KS will continue to send vouchers via email. If all consumer reps can please email KS at the end of each month with the meetings they've attended, and the duration (e.g. 1 or 2 hours). Volunteer end of year lunch – 28th November at the Sharkies Leagues Club. All volunteers, consumer reps, and chaplains welcome. 	Karina Stamef
	<p>9.13 Consumer Walk Around</p> <ul style="list-style-type: none"> N/A 	Patrice Thomas / Malcolm Ricker
10	Reports for Noting	
	<p>10.1 Diversity Reports Pending (Quarterly)</p> <p><i>Written update provided by Jim H below:</i></p> <ul style="list-style-type: none"> Meng relayed Health Literacy-teach back results. How well a person can access, understand and use Health Info and services. They are trying to embed teach-back into all diversity health in-services/training. My Health Questions Pocket Card for Mental Health (this is as I discussed with our CAG in the August meeting) Multicultural Health Week (this week) has a theme around Health Literacy, this year. An event, Monday at St G, and tomorrow at TSH The Sydney Health Interpreter Service is looking to increase access to more interpreters Carer's Week is Oct 14th to 18th Meng's 4th Pain Management Program in Mandarin was completed in June. One participant advised they were on the edge of a mental breakdown before they became involved in the project. The course changed their life, in their words. Meng is now getting enquiries from all around Sydney. Patty Loukas advised an Anti-Racism project was being developed for the Aborigine population. This is a follow on from last year's Racism in Health forum. Garrawarra are looking for extra support for Indigenous patients. 	Jim Hankins
	10.2 Diversity – <i>Written update from Yu Dai attached below.</i>	Yu Dai (<i>Written</i>)

ITEM	DESCRIPTION	CARRIAGE
	 Diversity Health Report - Consumer /	Update)
	10.3 DCCC Representatives Update – N/A	Sonia Markoff
	10.4 Infection Control Committee – Written update and KPIs from Joshua Philp attached.  Infection Control TSH KPI July 2019.do  Report for CAG 2-9-19.doc	Joshua Philp / Sonia Markoff
9	Correspondence – N/A	Peter Lewis
10	Governance Items – N/A	Peter Lewis
11	Any other Business <ul style="list-style-type: none"> Sonia M has asked if an agenda item can be included for Consumer Representatives for each sub-committee meeting (incl. Infection Control meeting). KS to check with Patrice if this has been communicated to the sub-committees previously. 	Chair
13	Business Without Notice <ul style="list-style-type: none"> N/A 	
14	Confidential Items – N/A	
15	Meeting Closed	
	Date of next meeting: Date: Wed 2 nd Oct 2019 Time: 3pm Venue: Exec. Meeting Room	
	13.2 Review of new patient information material	Consumers
	13.3 Payment voucher collection – N/A	To Sign
	13.3 Review final copies of patient information material	Consumers
	CERTIFIED AS A CORRECT RECORD _____ Name <u> Peter Lewis </u>  _____ Signature Date <u>2-10-19</u>	

Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
01-05-A1	11	Conference / Dial-in details for CAG.	KS	<p>2019/08/30 – KS skype conference details not responding, INC in progress with the service desk.</p> <p>2019/08/01 – New ticket raised, no update yet.</p> <p>2019/05/20 – Requested new conference number, ticket in progress with IT.</p>
1.11.17	3.3	PL to look into sourcing a Training Manual for CAG Committee	PL	<p>2019/04/03 – Ongoing</p> <p>2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity</p>

