


MINUTES

For the meeting of the TSH Consumer Advisory Group
 2nd October, 2019 Level 4 Multipurpose Function Room.

ITEM	DESCRIPTION	CARRIAGE
1	<p>Attendance:</p> <p>Staff / Consumer Reps: Karina Stamef (KS) Community Engagement and Fundraising Manager (Secretariat) Jan Heiler (JH) Director of Nursing and Midwifery Katerina Volas (KV) Director of Corporate Services Patrice Thomas (PT) Acting Patient Safety Manager Malcolm Ricker (MR) Consumer Representative Peter Lewis (PL) Consumer Representative (Chair) Debbie Wood (DW) Consumer Representative Jenny Church (JC) Consumer Representative Gillian McDonnell (GM) Consumer Representative</p> <p>Apologies: Valerie Jovanovic (VJ) General Manager Virginia Hughes (VH) Consumer Representative Sharon Bennett (SB) Consumer Representative Sonia Markoff (SM) Consumer Representative Jim Hankins (JH) Consumer Representative Shirley Smith (SS) Consumer Representative Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager Marian Foulcher (MF) Consumer Representative</p> <p>Guests: Idris Kamara Director of Finance Bronwyn Arthur CNC Behaviour Management and Palliative Care, Garrawarra Centre</p>	
2	Guests Welcomed	Peter Lewis
3	<p>Approval of Sept minutes – Approved</p> <p>Items Arising – Please refer to Actions List</p>	Peter Lewis
4	Declaration of conflict of interest – N/A	All
5	General Business	All
	<p>5.1 – Report from the Chair</p> <ul style="list-style-type: none"> PL attended the District Staff Awards as a member of the judging panel last month. 	Peter Lewis

6	Management Reports	
	6.1 GM Report <ul style="list-style-type: none"> N/A 	Valerie Jovanovic
	6.2 Nursing and Midwifery <ul style="list-style-type: none"> ED Admissions – 12.2% increase since 2018. Surge Beads – 17.6% increase in usage since 2018. JH keen to understand what is causing the surge in activity. PT advised that TSH is also looking at hospital re-presentations. Patient Flow & Demand Management KPIs imbedded below:  201910 TSH Patient Flow and Demand K Cost is still the greatest challenge. TSH focus is to make work more effective and efficient, whilst providing the best care for patients. 	Jan Heiler
	6.3 Overview of Patient Feedback – N/A	Valmai Ciccarello <i>(Quarterly update and attendance)</i>
	6.4 Corporate Services <ul style="list-style-type: none"> Acknowledgement of Country plaques have been placed throughout the hospital. Additional signage for Car Park 6 to deter volunteers and visitors. Plan is to create some additional ‘staff only’ signage. Signage for the Kiosk (<i>‘Garden Kiosk’</i>) has also gone up around the hospital. Laurie Boyd on 6 mth long service leave, Mark Deluca is acting in his role. Mark Street is acting in Mark Deluca’s role, and will also continue to be the Sign Writer for now. MID expansion project is progressing. First financial meeting for Corporate Services recently held. The meeting covered areas including Security, Biomedical, Cleaning, Wards men, and discussed how they are tracking. Telephony Project – working through some minor issues, should be wrapped up soon. Patient telephones still not working. It was also confirmed that wifi is not currently offered to patients. 	Katarina Volas
7	Document Reviews: N/A	

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Presentations / Discussions:



- **Health Fund Information** – Idris Kamara, Director of Finance
 - Several health funds have advised they will cease paying the NSW single room rate of \$773 p/night.
 - As mentioned in the Age and SMH articles *'the health department has decided private patients will not be charged out-of-pocket fees for single room accommodation'*, meaning hospitals will absorb the difference.
 - Promotes patients to use private health insurance.
 - Queries about private patients / single room charges, please contact: Sutherland Patient Liaison Team - (02) 9540 7444 or Amy Leitch, A/Revenue Manager TSH - (02) 9540 8524
 - Consumer Reps to forward on the below presentation to their respective sub-committees.






Single room
presentation V1.0.ppt

- **End of Life Committee (EOLC) Overview** – Bronwyn Arthur, CNC - Behaviour Management and Palliative Care Garrawarra Centre
 - Sonia and Peter are now consumer reps for the EOLC, situated at TSH and includes Garrawarra.
 - The committee looks at ways on how to keep governance over what's happening in our facilities.
 - The District was involved in a pilot project to develop documentation, and have a tab built in to eMR.
 - Palliative care is a significant issue. The committee is also looking at how to meet the gaps of the structure, and training and knowledge for TSH and Garrawarra.
 - Audits include 'National Standards Audit' and 'Serious Incidents'. The CAG wanted to clarify if the audits also include children. **Action:** PL to raise at next EOLC meeting.
 - EOLC to be included as a 'standing item' going forward.
- **War on Waste Video for hospitals** – Peter Lewis, Committee Member - SESLHD Environmental Sustainability Implementation Committee.
 - The video identified some simple activities to produce results, cut costs, and reduce waste.
 - PL looking to arrange a speaker from the Sustainability committee. Sustainability to be included as a 'standing item' going forward.

9	Standing Items	
	9.1 Standards / Accreditation <ul style="list-style-type: none"> • Action: KS to invite Josie to meeting. 	Josie Julian <i>As required</i>
	9.2 TSH Food and Nutrition <ul style="list-style-type: none"> • N/A – Next meeting on 23/10 	Jenny Church
	9.3 Clinical Council <ul style="list-style-type: none"> • JC presented what was discussed in CC Meeting: <ul style="list-style-type: none"> ○ A refinement of patient medical services was done – first contact to be SMO. ○ 8 new beds approved, limited staff. Another 22 beds is required to begin to function normally. 	Jenny Church
	9.4 Emergency Department <ul style="list-style-type: none"> • PL not being engaged at ED Meetings. PL and PT to discuss and advise ED about the role and relevance of the consumer rep., and confirm if it is an appropriate meeting for consumer input. 	Peter Lewis / Gillian McDonnell
	9.5 Falls Prevention <ul style="list-style-type: none"> • N/A 	Sonia Markoff
	9.6 Person Centered Care <ul style="list-style-type: none"> • DIAP Meeting – discussed how people with disabilities (PWD) should be treated in a hospital e.g. by ensuring there is appropriate signage / information for people with varying disabilities. • DW suggested that hospital staff could use some additional training about little changes that could be made to improve care and service for PWD, including those with an intellectual disability. 	Debbie Wood
	9.7 Pressure Injury Prevention and Management <ul style="list-style-type: none"> • N/A 	Sonia Markoff
	9.8 Patient Flow and Demand Management <ul style="list-style-type: none"> • As per JH's update, KPIs included below:  <p>201910 TSH Patient Flow and Demand K</p>	Gregory Cramery <i>(Written Update)</i>
	9.9 TSH Emergency Response Working Group <ul style="list-style-type: none"> • N/A 	Sharon Bennett

	<p>9.10 Patient Safety and Clinical Quality</p> <ul style="list-style-type: none"> • Increase in RCA (death of serious harm) over the year, mainly confined to ED – when transferring patients out. • While there has been an increase in RCA over the year, there were no RCA in Sept. • Increase in complaints – 28 in Aug (usually 20). Most incidents were in normal ranges except for pressure incidents and falls, which are increasing incrementally. Deep dives are in progress within the respective committees. • Common falls times are in the morning and afternoon approx. 1 hour after meals. • PT advised the ‘Pre-flight debrief’ will be reintroduced, going back to how it used to be. 	<p>Malcolm Ricker</p>
	<p>9.11 Volunteer Report</p> <ul style="list-style-type: none"> • New Consumer Rep required - Sutherland Hospital Executive Accreditation Working Party (<i>meets 4th Thurs of each month</i>). Mal has expressed interest, but EOs open to all consumer reps. Debbie is open to being a substitute if need be. • Consumer Rep. EOs also invited for TSH Safety Program - meeting details to be advised by Josie Julian. • Volunteer Appreciation Awards – 14th Nov • Volunteer Christmas Lunch – 28th Nov 	<p>Karina Stamef</p>
	<p>9.12 Consumer Walk Around</p> <ul style="list-style-type: none"> • PL completed a Walk Around in the Children’s Ward, with a young couple – both of whom were happy with the staff and care provided. • MR completed a Walk Around in ICU with a Vietnamese man, with limited knowledge of the health system. When he arrived at ED at 11pm, he didn’t see a Doctor for 4 hours, but was moved to ICU within an hour once seen. PT will look in to this further. • To assist with the survey, CAG members encouraged to provide some suggestions of open-ended questions which may prompt open responses from patients. • Sept (previous month’s) CW Interviews embedded below: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  2019-09 - CW Documentation_Inte </div> <div style="text-align: center;">  2019-09 - CW Documentation_Inte </div> </div>	<p>Patrice Thomas / Malcolm Ricker</p>
<p>10</p>	<p>Reports for Noting</p>	

	10.1 Diversity Reports Pending (Quarterly) <ul style="list-style-type: none"> N/A 	Jim Hankins
	10.2 Diversity – N/A	Yu Dai (<i>Written Update</i>)
	10.3 DCCC Representatives Update <ul style="list-style-type: none"> Informal meeting, discussed the direction of the committees. 	Sonia Markoff / Peter Lewis
	10.4 Infection Control Committee – Written update and KPIs from Joshua Philp attached.   Infection Control TSH KPI September 2 Report for CAG 1-10-19.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"> Justine Harris has resigned, her replacement will be announced once confirmed. 	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 6 th Nov 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 <hr/> Name <i>Peter Lewis</i> <hr/>  Signature Date <i>6-11-19</i>	

Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
01-05-A1	11	Conference / Dial-in details for CAG.	KS	<p>2019/10/04 – KS will use Jen’s dial in number for now. Action closed.</p> <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>

