

MINUTES
SOUTH EASTERN SYDNEY ILLAWARRA AREA HEALTH SERVICE

Prince of Wales Hospital and Sydney/Sydney Eye Hospitals
Consumer Advisory Committee

COMMITTEE MEETING

Date: Monday 10th March 2008

4.30pm until 6.30 pm

Venue: POWH, Executive Directors Unit Meeting Room A

Item 1: Presentations:

Patient Flow Project- Dana Mouward

Overview of project aiming to improve practices and processes around the patient journey within the hospital, with a focus primarily on discharge processes and outlier (patient's located outside of their specialty unit) management.

Consumers welcome to participate- contact Dana on 9382 6989.

Project overview document to be circulated with minutes.

Item 2: Attendance/Apologies

P.Knight, D.Petrie, S.Hoskins-Marr, S.Nicholson, J.Titterton, J.Wilson, P. South, L. Broadley, E. Moore, K. Rodgers

Apologies

A.Bernard, C.Smith, M Dixon

Item 3: Confirmation of the Minutes of the previous meeting held on Monday 11th February 2008

J.Titterton

Item 4: Matters Arising From the Previous Minutes:

4.1 Nominations to other committees

Action: Summary of committees and representatives circulated.
Remove from agenda

4.2 Area CAC nomination: L Broadley advised that the request for the committee to nominate a representative to join the Area Consumer Advisory Committee should be held over while the Area Health Advisory Council (AHAC) considers an alternative model for consultation between AHAC and consumers, which will legitimise the role of the CACs and encourage open communication.

Action: L. Broadly to provide update at May meeting

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- 4.3 Draft Directory from Wayfinding Working Party: Feedback received that Campus Centre Conference Rooms not on directory.

Action: K. Rodgers to provide feedback to Wayfinding Working Party
Remove from Agenda.

- 4.4 Support Groups: K. Rodgers and E. Moore provided information on support groups within Prince of Wales and Sydney/Sydney Eye Hospital.

Action: K. Rodgers to circulate support group list with minutes and agenda.

- 4.5 POWH Clinical Services Plan: For further discussion.

Action: J. Wilson to discuss with A. Bernard and feedback at next meeting

Item 5: Agenda Item

- 5.1 Reports from committees represented by consumers:

J Millar:

Falls Advisory and Implementation Group

Incidents are reviewed with current focus on education medical staff not to prescribe sedatives and encouraging prescribing of Vitamin D to strengthen bones. The group is looking for ways to prevent patients climbing over the cot sides.

S.Nicholson:

Health Care Quality and Patient Safety Committee

North Shore Inquiry into Public Hospitals- Prince of Wales ICU and Emergency Departments have been visited by the Commissioner as a part of the inquiry and there is a strong focus on clinical supervision, documentation and communication.

This committee is also developing the Anti-Coagulant policy however it was noted that it was not a one size fits all approach.

Open disclosure policy- NSW Health policy now states that clinicians must advise patients and/or carers of an adverse event. There is increased accountability and awareness amongst clinicians.

MRSA infections: NSW Health have now introduced key performance indicators (KPI's) to monitor rates for MRSA infections.

Quality of Care Committee

Focussing on new NSW Health policy 'Right patient, Right site, Right procedure' policy. Discussion continues as to whether there will be exclusions to this policy. Eg. Insertion of IV cannula in emergency situation.

Pressure Ulcers are also high priority. IIMS (the incident database) does not contain enough information to effectively identify trends.

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Ambulance Service

Ambulance KPI- number of medications brought to hospital. POW Medication Safety Sub-Committee wrote to SESIAHS Ambulance Liaison Officer in late 2007 requesting increased vigilance in either bring medications or at least a list of medications with all patients. Patient are not required to bring all medications with them to POW- this will be dispensed by Pharmacy. On discharge, patients will be provided with 3 days supply of medications.

J. Titterton

Policy and Procedure Committee-

Patient Access- High priority to fill vacant positions prior to opening of Medical Assessment Units (MAU)

Essentials of Care- Focussing on basic needs of patient care and system improvements to enhance this. Dickinson 2 North involved in future trial in relation to feeding and nutrition.

S. Hoskins-Marr

Incident and Complaints Review Committee

All Incidents and complaints entered into IIMS (the incident database) are graded by a Severity Assessment Code (SAC) code. All incidents graded SAC 1 or SAC 2 (the most serious) by the notifier (nurse/doctor, pharmacist etc) are reviewed by the committee. A random selection of SAC 3 and SAC 4 (less serious) incidents are reviewed at the Sub-Committee meeting. Incidents with the potential to be more widely investigated, having potential for organisation wide improvements are tabled at the full committee for review. All incidents reported via IIMS are reviewed by a line manager and Co-Director. All SAC 1 incidents must be reported to NSW Health within 24 hours via the General Manager's Office. A Root Cause Analysis (RCA) is required within 70 days. All other incidents must be under investigation within 5 days and completed within 28 days. NSW Health is monitoring all facilities on their performance with these KPI's.

Discussion around state-wide complaints process and referring complaints to the Health Care Complaints Commission (HCCC). Committee members unclear of HCCC process, actions and transparency for complaints management.

Action: Invite HCCC Resolutions Officer to next meeting

Item 6: New Business

6.1 Updated contact list: Circulated with Minutes and Agenda. Received by all present.

6.2 New Committee Chair: Members of the committee nominated Patricia South as the Chair of the POW & S/SE Hospital. Patricia will commence her role as chair next month.

Meeting closed at: 6:15 pm

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Next Meeting: Monday 14th April 2008
4.30 pm until 6.30 pm
Executive Directors Unit Meeting Room A Level 3 High Street
Prince of Wales Hospital