



Health
South Eastern Sydney
Local Health District

TRIM: T14/

Meeting: POWH/SSEH Community Advisory Committee
Date: Monday 9th February 2015

Chair: Mr G Constantin (chair)
Minutes: Ms P. Humphreys (NM to DON)

TRIM: T15/7237

1. Attendance / Apologies

NAME	AREA	status	NAME	AREA	status
Jon Roberts	DO	present	Tanya Kant	consumer	present
Heather Walker	DON POWH	present	Sharnelle Magee	consumer	present
Jennie Barry	DON SSEH	present	Susan Nicholson	consumer	present
Trish Humphreys	NM POWH	present	Joanne Matthews	consumer	present
Deidre Kennedy	Community Partnerships	present	Jan Titterton	consumer	present
George Constantin	Consumer/chair	present	Nava Turner	Consumer/deputy chair	apology
Andros Eleftheriou	consumer	present	Jodie West	consumer	present
Michelle Carvalho Mora	consumer	apology	Ericka Van Aalst	Consumer	apology
John Malouf	consumer	present			

Presentations

Electronic Medication Management Project

Presentation and Discussion presented by Katie Kerr, eMEDS Change and Communication Coordinator
Provided and overview of the electronic medication management currently in the developmental phase for introduction into POWH late 2015.

Topics discussed:-

- Inpatient ordering
- How it will affect the administration process
- Improved method for pharmacist review of medication
- More timely supply of medications to the clinical areas
- There will be a record of medications taken by the patient prior to admission and commencement of treatment
- Tracking of changes to medications during the patients hospital stay
- Accurate medication list on discharge summary
- Patient will be given a medication list
- Medications will be electronically prescribed in outpatients

2. Minutes

2.1	Confirmation of minutes The minutes for the December meeting were confirmed with the following changes: The meeting was in December and not November as stated on the minutes	<i>Chairperson</i>
2.2	Election/Appointment of Chair George Constantin has been re-elected as the Chair Person for the committee The new committee members were introduced and welcomed by the Chairperson	

3. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
Nil				

4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH update by Hospital Executive	<p>General Manager J Roberts provided an update from POWH:</p> <ul style="list-style-type: none"> At the latest Performance Meeting held with the Ministry of Health and LHD. KPIs continue to improve. Noted financial expenditure continues to be above predicted over run for the LHD. A change management program is currently being scoped to improve support service efficiency across the District. The Chief Executive has made changes within the LHD structure. New portfolio to directly manage capital works is being progressed. Capital builds are underway at St George & Sutherland and POWH is in need of some major capital works, but no funding commitment has been made at present. Currently the LHD is looking at Models of Care and also some of the support services that may be duplicated across the hospitals eg Finance, and Human Resources. There will be an emphasis on 	Noting only		

- better organisation and not decreasing services.
 - The Clinical Streams have been reviewed to determine how they add better value and fit into an integrated care model. The aim of the streams is to ensure consistency in performance across the LHD and look at service configuration to improve access and efficiency.
 - At a local level:
 - The siege in the city in December had an impact on elective services as the SSEH
 - Jennie Barry (DON) was commended on her leadership in managing the situation whereby approximately 40 patients had to have their surgery postponed. Noted that the majority of those patient have now had their surgery undertaken.
 - The location of SSEH means there is a strong possibility they will be involved in similar incidents in the future and there have been a number of debriefing sessions and looking at lessons learnt
 - The design work for the updated Hand Unit to better meet user requirements is being finalised and tenders will be going out in April.
 - There are also changes to the Eye Outpatient department to alleviate crowding and queuing and they are also looking at a combined model for the Eye and General ED to improve services
- POWH Update:
- Demolition is underway for the new Ambulatory Cancer Care Centre, asbestos has now been removed. There has been some complaints from neighbours regarding noise. The design for the upper 3 floors is underway
 - Works have been progressing with ED. There were some delays with sourcing goods in the industry downtime over Christmas /January. Hopefully the new reception, waiting area and Fast Track area will be operating by the end of the month
 - Discussion are underway with Metro Parking regarding the shortfall of parking spaces – approx. 750 spots
 - Overall the performance of our hospitals is good with 99% of pts having their surgery on time. The ENT service is being reviewed to try and make it more efficient with movement of patients between SSEH and POWH depending on the complexity of their surgery.
 - NEAT performance has been erratic due to numbers of presentations to ED but is approximately 10% improvement than the same time last year
 - A significant amount of work is being undertaken for Accreditation which will be the week of 15th June 2015. The consumers were

		<p>asked to participate in the accreditation process.</p> <ul style="list-style-type: none"> Jan Titterton commented that the aesthetics of the hospital was much improved, especially the High St entrance. The signage was clearer Noted resignation of long term consumer Ms Pat South was acknowledged. Thanks and appreciation extended to her for her input as a consumer over the years including Chair of the CAC Ms Julie Dixon SESLHD Planning attended the Clinical Council meeting in December to discuss service planning and the consumers will be involved in this process. To accommodate the population needs associated with increased housing density plans we may need up to 200 more beds, and 10 more operating theatres in the future. We will need to look at our models of care especially in relation to Hospital in The Home, admitting patients directly from GP rooms and bypassing ED and delivering more day only type care. A major challenge particularly in the winter period is the lack of single rooms and isolation capacity which is related to the age of the buildings 			
4.2	Clinical Council Feedback		Noting only		
4.3	Community Partnerships Update	<p>D Kennedy provided an update:</p> <ul style="list-style-type: none"> On 30 April 2015 ACI/CEC are holding a symposium day on patient experience – this will be held in 'Patient Experience week'. Deidre will send link Julianne Hilbers from Diversity Health has developed some patient stories with reflections from consumers and clinicians based on ACI guidelines. These have been put together as a booklet and Deidre will forward a link to members of the committee as they are highly recommended Volunteers lunch will be held on Tuesday 17th March in the Functions Room Edmund Blackett Building and members of CAC are invited Deidre will distribute the Australian Charter of Healthcare Rights Jan Titterton asked of progress with Kiosk in ED for information. Advised by Jon Roberts that the purchase requisition had been signed Joanne Matthews sought clarification regarding the shared services across the campus and how complaints were managed. Advised that the facility as the landlord do handle both facility and broader complaints pertaining to the Campus. Individual facilities manage their own complaints The new committee members requested a glossary of terms as there were a lot of acronyms used 	Noting only		
4.4	Community Advisory Members questions		Noting only	Deidre	List to be circulated

4.5	Complaints and Compliments – monthly review	<ul style="list-style-type: none"> Sylvia Hobbs will present at the March meeting with a focus on actual trends occurring Query raised regarding the letter sent to urology patients and whether all of the information was appropriate 	Noting only	Trish	Next meeting
4.6	Minutes from Committees	<p>Consumer representatives provided updates on the following meetings attended:</p> <p>J. Titterton: Access Committee</p> <ul style="list-style-type: none"> Journey boards being implemented Extra theatre sessions at SSEH so targets maintained Still some issues discharging patients by 10am – round times, pharmacy delays Assessment on NEAT – now trying to look separate admitted and non- admitted patients NEAT last month was approximately 70% <p>T. Kant: Falls Prevention Committee</p> <ul style="list-style-type: none"> The committee would like to reinstate a laminated poster that was in patients bathrooms 3-4yrs ago as they think it helps prevent falls especially in patients with dementia. It would cost approx. \$90 to frame the poster so it may be best to start in selected wards first. Queries were raised regarding the cost which needed to be rechecked 1st April – Open Day for delirium and information for patients and carers. The committee would be grateful if consumers could help on the day National Standard 10 – Falls: Audits to ensure all wards have appropriate risk management strategies in place In April they will look at last 10 falls and the risks that may have caused falls December audit results not good Mandatory training for falls <p>A Eleftheriou: Infection Control Committee:</p> <ul style="list-style-type: none"> Environmental cleaning audits a lot of areas scored 80%+ with a target of 90% 	Noting only		

		<ul style="list-style-type: none"> • Process around MRSA and isolation • Triage processes for EBOLA. Pts will get transferred to Westmead Hospital • Endoscopy room has been upgraded with better ventilation and storage <p>S Nicholson:</p> <ul style="list-style-type: none"> • Teleconference and patient survey for patients admitted from ED. Response rate only 50% and even less in younger age ranges • There will be a specific survey for the aboriginal community <p>Clinical Quality and Risk Management Committee:</p> <ul style="list-style-type: none"> • If there is a serious incident the staff involved will be invited to attend the meeting • Review of clinical handover – number of recommendations determined <p>Dementia pathways meeting</p> <ul style="list-style-type: none"> • An intranet web page is under development <p>J West:</p> <p>CHOPS:</p> <ul style="list-style-type: none"> • The working group is gathering momentum • The diagnostic phase is commencing with audits and surveys • Medical records have been audited • Discussion held around a carer survey and a staff survey 			
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5. General Business

Issue	Discussion	Action Required	Who	Due
5.1	NIL			

6. New Business without notice.

Issue	Discussion	Action Required	Who	Due
6.1	Patient letter for elective urology procedures	S Nicholson raised that this letter requires updating	B Rabet	Prior to next

			to admissions department	meeting
6.2	Electronic Journey Boards	The consumers expressed an interest in having a presentation on the journey boards arranged	A presentation will be arranged in the New Year - noting only	

The next meeting will be held on Monday 9th March - EDU A POWH

There being no further business the meeting closed at 6.00pm

Accepted as a true record:  Chair: George Constantin Date: 9/3/15

Signature Chair