

Western NSW Local Health District
 Western NSW LHD Board Meeting November 2019
 Parkes Services Club, 9-17 Short Street
 Wednesday 6 Nov 2019, 8:30 — 15:30 AEDT

ACKNOWLEDGMENT OF COUNTRY

The meeting commenced at 8.30am with the Chair providing an Acknowledgement of Country.

Attendance of Members

Scott Griffiths (Chair), Darren Ah See, Dr Joseph Canalese, Fiona Bennett, Jason Cooke, Dr Colin McClintock, Paul Mann, Amanda O'Brien, Joan Treweeke, John Walkom

In Attendance

Scott McLachlan, Chief Executive; Mark Spittal, Exec Director Operations; Adrian Fahy, Exec Director Quality, Clinical Safety and Nursing; Josh Carey, Exec Director Planning Performance and Funding.

Dr David Harwood, DMSEC; Krissy Ukena, Minutes

1 Apologies

Nil (noting Director Walkom left the meeting)

2 Conflicts of Interest

Nil to add

3 Board meeting draft minutes 2 October 2019

The minutes from the Board meeting held 2 October 2019 were endorsed by the Board with minor change to wording in item 11.2 to reflect the District Trauma Director role is split between Dubbo and Orange.

4 Action Register from meeting held 2 October 2019

Progress on action items was noted by the Board.

Director Walkom left the meeting

5 Strategic Planning

Ms Maryanne Hawthorn, Director, Health Intelligence Unit and Ms Angela Bannon, Manager, Program Management Office joined the meeting

5.1 Refresh of WNSWLHD Strategic Plan 2020-2025

The Board noted the contents of the brief. A presentation was given and discussion held.

Evaluation of Strategic Plan 2016-2020

A presentation outlining the evaluation process of existing strategic plan was presented and discussed. The 2020-2025 plan will have greater focus on evaluation methodology and include benchmarking against other Districts, states and commonwealth data.

Refresh of WNSWLHD Strategic Plan 2020-2025

Board discussed the proposed approach to developing the 2020-2025 Strategic plan and provided feedback.

The Board supported the inclusion of a fifth priority area Caring and capable workforce. The Board would like to see the priority focus on recruitment and retention, scale and quality workforce as well as wellbeing.

The District's priorities for the next five years were discussed and the Board recommended the following:

- Relevant services in rural areas and how community needs are met.
- Health literacy
- Minimise duplication in communities when there are multiple service providers.
- Virtual health care and connectivity
- Commissioning of relevant services and defining the Districts role in the region.
- Reduction in the number of children at risk.
- Credible and respectful service providers.
- Staff development and opportunities.
- Open and transparent communication with community around service availability.

Directors Canalese and McClintock were absent from the discussion.

Recommendations:

The Board noted the findings and key learnings from the review of the 20106-2020 Strategic Plan

The Board endorsed the proposed approach to developing the 2020-2025 Strategic Plan.

5.2 Clinical Services Framework 2020

The Board noted the contents of the brief. A presentation was given and discussion held.

The Board provided feedback which was noted by Ms Hawthorn.

Action:

Feedback from the Clinical Streams is to be provided to the Board.

Action by: Ms Hawthorn Action due: 4 December 2019

Recommendation:

The Board noted the progress of the refresh of the Clinical Services Framework 2020

6 Bathurst Clinical Services Plan 2019-2029

The Board noted the contents of the brief and a discussion was held.

The Board acknowledged the Planning team for their work in developing the plan.

Recommendations:

The Board noted the Draft Bathurst and Region Integrated Clinical Services Plan Clinical Services Plan

The Board approved the release of the draft Plan for further consultation as outlined.

Ms Bannon left the meeting

7 Rural and Remote Medical Services

Dr Shannon Nott, Rural DMS and Ms Amelia Haigh joined the meeting

7.1 Key projects update

The Board noted the contents of the brief.

Recommendations:

The Board noted progress made on key projects:

- *'Sustaining Small Rural Communities Project'*
- *'Rural Medical Workforce Program of Work'*
- *'Virtual Health Service - Foundational Plan'*

7.2 Virtual Rural Generalist Services

The Board noted the contents of the brief. A presentation was given and discussion held.

The District has advertised for candidates to fill roles Virtual Rural Generalists. These positions are an expansion of the current RMCS service. Forty applications were received.

Recommendations:

The Board noted the District's plan to strengthen the support of rural and remote facilities through the development of a Virtual Rural Generalist Service and upskilling programme for rural and remote nursing practice

Dr Nott, Ms Haigh and Ms Hawthorn left the meeting

Dr David Harwood, MSEC Representative joined the meeting.

8 Chair Report

Correspondence from Minister Hazzard was received thanking the Chair and the Board for their ongoing commitment and requested a renewed focus on customer service, patient experience and community engagement. The District is to respond to Minister Hazzard by 1 March with initiatives around consultation and engagement.

The Ministry of Health has asked the District to review the current financial position and to provide further Efficiency Improvement Plans to deliver on budget for 2019/20.

9 Chief Executive Report

In addition to the written report which was noted by the Board, Mr Spittal (former A/CE) advised:

- The District Clinical Council is working with streams to better understand the current operational reality.
- The District should expect to receive advice regarding the submission of expression of interest for the Ministry's collaborative commissioning project in the coming weeks.

The Board acknowledged Mr Spittal's work as Acting CE.

9.1 Monthly Performance Scorecard

The scorecard was noted by the Board.

Orange Hospital is required to report monthly to the Ministry regarding ETP and opportunities for improvement.

9.2 NSW Health Board report - Western NSW LHD

Not received

10 Planning, Performance and Funding

10.1 Financial Performance Report September 2019

Mr Carey spoke to the report which was noted by the Board and advised:

- Private Health insurance rebate will be included in ongoing forecast

- Quarterly performance reviews are being held with Directorates to explore savings strategies and conduct a stock take.

10.2 F2019/2020 Financial Forecast

Mr Carey spoke to the brief which was discussed at the Finance and Performance meeting.

10.3 Finance & Performance Committee 29 October 2019 draft minutes

The draft minutes of the Finance and Performance meeting held 29 October 2019 were noted by the Board.

10.4 Finance & Performance Committee Chair Comments

The Chair highlighted:

- The LHD is exploring further efficiencies for discussion at December's Financial and Performance committee meeting
- The District will be required to provide a list of options to the Ministry that would allow budget to be achieved.

11 Clinical Operations

11.1 Executive Director Clinical Operations Report

Mr Spittal spoke to the report which was noted by the Board.

The District is conducting a review of the location of acute beds at Bourke MPS. Relocation of seven beds closer to the aged care wing will ensure proximity of services complement patient care and staff safety.

12 Quality, Clinical Safety and Nursing

12.1 Patient Story - Listening to Family

Mr Fahy spoke to the patient story.

The REACH program will be launched at Wellington (Central Sector) on 18 November 2019.

Action:

Paperwork regarding this patient to be reviewed (shared between WACHS and the District)

Action by: Mr Fahy Action due: 4 December 2019

12.2 Executive Director Quality, Clinical Safety and Nursing Report

Mr Fahy spoke to the report which was noted by the Board and highlighted:

- Chief Experience Officer is coming to meet with the Quality, Clinical Safety and Nursing Directorate. Bathurst Hospital will be a pilot site for the concierge service.
- Bathurst and Orange have passed accreditation with Dubbo commencing this week.

12.3 Safety and Quality Account 2018/2019 (endorsed out of session)

The Board formally noted the Safety and Quality Account which was endorsed out of session. The report was submitted to the MoH on 30 October 2019.

The document language to be reviewed and parts of the document developed for public distribution.

12.4 HCQC Meeting 23 October 2019 draft minutes

The draft minutes from the HCQC meeting held 23 October 2019 were noted by the Board.

12.5 Health Care Quality Committee Chair Comments

Director O'Brien highlighted the appointment of a new Secretariat for the committee. The Committee has welcomed the opportunity to include meeting reflection on the agenda. A meeting will be scheduled, post accreditation, at Dubbo Hospital to discuss a complaint regarding a clinician.

13 Medical and Dental Appointments Committee

13.1 MADAAC meeting held 16 October 2019 draft minutes

The draft minutes and recommendations from the MADAAC meeting held 16 October 2019 were noted by the Board.

13.2 MADAAC Chair Comments

Director Treweeke advised clinical privileges are being extended for a Lachlan based doctor to include Coonabarabran. Issues have been raised about the need to review endoscopy services at Coonabarabran Hospital.

Action:

Services carried out at Coonabarabran Health Service are to be reviewed.

Action by: Mr Spittal Action Due: 5 February 2020

14 District Clinical Council 16 October 2019 draft minutes

The draft minutes from the District Clinical Council meeting held 16 October 2019 were noted by the Board.

The Cardiac stream is resetting the work program and determining what can be achieved in the current operating climate.

Grace Under Pressure Dinners will be held next week in Dubbo and Orange with Medical Staff.

Dr Harwood – MSEC

A Medical Staff Executive Council has not been held since the last Board meeting.

Dr Harwood complimented the work of Dr Shannon Nott and the work that is underway and around succession planning for the District.

15 General Business and Business Without Notice

15.1 Performance Appraisals

The CE spoke to the briefing paper which was noted and discussed by the Board. The District would expect casual staff at some point to be engaged in Performance Review.

District will report back to the Board in March/April for Board noting on progress.

Recommendation:

The Board endorsed the proposed plan to increase the rate of completed performance appraisals across the LHD.

15.2 Dubbo Community Health - Palmer St Site Visit

Mr Spittal spoke to the brief which was noted by the Board.

Action:

The Board requested an opportunity to conduct another site visit in 2020.

Action by: Ms Nott Action due: 8 July 2020

Action:

An update on Dubbo key worker accommodation review to be provided to the Board.

Action by: Mr McLachlan Action Due: 4 December 2019

15.3 Living Well Together – Strategy Update

Mr Fahy spoke to the brief which was noted by the Board

Feedback from Aboriginal patients have identified a need to improve both communication and a more culturally sensitive environment for the provision of care.

WiFi has been tested and rolled out across the District.

15.4 Annual Board Review and Evaluation

The Board agreed to participate in the same annual survey as last year.

Actions:

Board to provide any comments by Friday with any proposed changes.

Action by: Directors Action Due: 8 November 2019

Evaluation survey to be circulated to Board members. To be returned to Ms Nott by 23/11/19

Action by: Ms Nott Action Due: 8 November 2019

15.5 Study Tour – USA and Canada

Chief Executive provide an overview of the recent study tour to the USA and Canada. The trip was positive and provided the District with good insight into opportunities to expand virtual health care across the region. Meetings were held with Avera, Ontario Telehealth and Veteran Affairs and their technology solutions.

16 Reflection of Meeting

The volume of papers was large with a great deal of content to review.

The Annual Public Meeting was well received and provided a positive opportunity to showcase the work of the District.

There being no further business the meeting was closed at 3.30 pm

Signed:  _____ Date: 4 December 2019