



## **Minutes for Flinders and Upper North Governing Board Agenda 27 MAY 2022**

27/05/2022 | 09:18 AM - 02:21 PM - AST

Hawker Community Sporting Club

### **Attendees (7)**

Mark Whitfield; John Lynch; Garnett Brady; Karyn Reid; Geri Malone; Suzy Graham; Shamus Cogan

### **Agenda**

#### **Regular Attendees:**

Craig Packard - Chief Executive Officer (CEO)

Lisa Taylor - Director Governance and Performance

#### **Invited Guests:**

Lyn Dean - Chief Executive Wellbeing SA

Jeanette Walters - Integrated Care Services

Ashley Parkinson - Executive Director Nursing Hawker Health Service

### **1. Meeting Opening**

Meeting opened at 09:18

#### **1.1 Official Acknowledgement to Country**

Chair provided Acknowledgement to Country and welcomed all present

#### **1.2 Present and Apologies**

Nil apologies

#### **1.3 In Camera Board Discussion**

In camera session occurred from 09:19 to 09:48, Chief Executive Officer and Director Governance and Performance present.

**Action:** Craig Packard to discuss recruitment process at leadership and raise any issues through this committee which contribute to either the timeliness of offers and / or service delivery and which may affect retention of current staff

## **1.4 Declarations of Interest & Potential conflicts**

Conflict of Interest Disclosure register tabled, amendments required for Shamus Cogan title and Suzy Graham as per amendments tabled at Board Audit and Risk Committee.

**Action:** Lisa Taylor to update master register in accordance with received information.

## **1.5 Confirmation of Previous Minutes**

Minutes from Board meeting 25 March 2022 tabled. Minutes endorsed as a true reflection by all present.

## **1.6 CEO Report**

CEO report tabled for information, acknowledgement provided on detail within report.

Discussion regarding the clarity of the stack project in Port Augusta, Craig Packard provided detail clarifying that the project and the proposed \$8 million election commitment being separate projects.

Clarification provided by Craig Packard on the Electronic Medical Record (EMR) project. Craig Packard advised the board that a steering group has now been formed to address this and raise with Department of Health and Wellbeing.

**Action:** Craig Packard to enquire on what the funding allocation is available for metropolitan Hospitals.

Discussion regarding recent donations to the LHN from The Male Bag Foundation with recognition and appreciation acknowledged from the Governing Board.

**Action:** Acknowledgement and thank you correspondence to be drafted and provided to Mark Whitfield on behalf of the board.

Discussion around recent control self-assessment, explanation provided on the process and requirements for the annual reporting process.

Commonwealth Aged Care bonus payments were discussed with advice from Craig Packard that FUNLHN staff payments have been processed.

Aged Care Assessment Team and process of the RSS taking over as a central process are in the early stages of discussion, nothing has been finalised. Concerns raised around access if becoming a centralised process.

**Action:** Craig Packard to take on notice and provide further detail on where this is at.

Country Health Connect discussed in relation to Commonwealth Home Support Program (CHSP) and availability of services provided. Craig Packard provided response that this was specific to new packages not being taken on and services were provided to current packages. Craig indicated that many packages have transitioned into Home Care Packages (HCP) showing an under utilisation of CHSP packages. Craig acknowledged services like gardeners was a contracted service and is dependent on contractors availability to provide the service to consumers.

Discussion in relation to Leave Against Medical Advice (LAMA) meetings being delayed. Board have requested the meetings recommence as a priority. Also reiterated the need to progress work towards the Centre of Excellence for Aboriginal Health.

Enquiries made in relation to FUNLHN Reconciliation Action Plan (RAP), Craig Packard advised that the draft has been finalised, The Board are requested to review prior to providing to Reconciliation Australia.

**Action:** Reconciliation Action Plan to be provided to the board out of session, document to be uploaded to diligent with feedback via email within a defined timeframe for prioritisation.

. Karyn Reid provided support at the board table for the use of a consultant to progress the operational plans for the Strategic Plan, The Consumer Community Engagement Strategic Framework and the Clinical Engagement Framework.

Comprehensive report acknowledged by the board.

### **1.6.1 Actions arising from previous minutes (Action register discussion by exception, advised prior to meeting)**

Action log updated / Completed actions to be removed archived

Update provided on the recruitment process for Aboriginal Board representative. Mark Whitfield advised we are awaiting Ministerial approval. Discussed a preference for the process to be able to identify new applicants with a local focus.

Discussion Held around Governing Board engaging in immersion program, Lisa Taylor advised that planning is occurring to hold on Thursday 28 July 2022 in either Port Augusta or preferred location Quorn.

**Action:** Lisa Taylor to send placeholder invite to all Board Members for immersion program with confirmation of location to be advised prior to event being held.

Discussion around board member recruitment process. Karyn Reid tabled nomination required for the Board Consumer Community Engagement Committee due to Garnett Brady's PSM retirement. Mark Whitfield offered to attend the September meeting of the Consumer Community Engagement Committee of the Board if no other board member wishes to attend

**Action 2022-011** Tabled for discussion around delegation and adding to all Board Committee Terms of reference. Statement provided out of session as per action register with resolution achieved on final statement for inclusion.

**Action:** Lisa Taylor to add first paragraph of delegation statement to all Board Committee Terms of Reference documents.

## **1.7 Presentation to the Board - Wellbeing SA Integrated Care Strategy**

Lyn Dean and Jeanette Walters presented the Wellbeing SA Integrated Care Strategy.

Detailed information provided around the consultation of the strategy which was released in February 2022. The strategy identified Chronic Health and outcomes of these topics and the lack of communication between systems. The strategy was developed and supported by lived experience consumers.

There were five focus grouped formed which was inclusive of metropolitan/country/GP's and pharmacies, whom were brought together to share learnings with over 500 consumers engaging in a survey . FUNLHN provided nominations to this strategy, however attendance wasn't achieved. Challenges were addressed and then turned to opportunity and enhancements.

One of the key findings of the strategy was navigation of the health system being difficult along with transition to shared care and understanding. The key focus was around healthcare outcomes and access to services. There was a discussion around funding and the multi-facet aspect of this.

Discussion around the priority areas of the strategy with this indicating there were 3 areas. The Board were offered opportunity to ask questions of the presenter and specifics of if there was still opportunity to be involved from an LHN aspect. Jeanette advised that there are grants available for this strategy and welcomed applications to be submitted.

**Action:** Report to be provided on the detail of strategy. Request copy of the population data and the grants application process

## **1.8 Presentation to the Board - Health Unit Update**

Ashley Parkinson presented to the Board an update of Hawker and Leigh Creek Health Services.

Ashley presented the current situation in Leigh Creek. Ashley provided an overview of the second responders in line with Gayle's Law and development of procedures in line with this for clear direction to staff. Ashley indicated there is now a stable work force in Leigh Creek acknowledging key stakeholders that support the Health Service inclusive of Casual employees, SAAS and Volunteers on a needs basis to support Gayle's Law and requirements of second responders.

Discussion around fatigue risk management with Ashley providing response that systems are in place to support this on each occurrence. Ashley advised risk assessments are carried out each time as a part of standard process.

Discussion was carried out around service provision in Leigh Creek, Ashley identifying that forward planning is occurring to prevent any gaps in the community. Karyn Reid raised engagement post finalisation of current works and engaging with the community moving forward is occurring with identified networks.

Ashley Parkinson provided an update around the current status of the Hawker Health Unit, acknowledging there are no significant issues at hand. They have recently introduced 12 hour shifts being the first Hospital in a remote location to introduce this model. This model allowed the staff flexibility of rosters that was beneficial to both the health service and the staff. Ashley provided detail around morale increasing in Hawker and staff being appreciative of each other irrespective of their positions.

Ashley also indicated they have implemented an education program for junior staff working in the service which was well received and provided an overview of what this looked like, Kate Ticehurst is the new Nurse Unit Manager and works alongside the junior staff with Ashley providing education, support and guidance.

Ashley discussed recent challenges and learnings associated with the Covid outbreak, investigations occurred to maintain transparency with the community.

Ashley discussed a practise nurse position to work with Dr Andersson has recently been created and currently being advertised.

Administration support has recently been advertised with local interest in the position. There has also been a new diversional therapist allocated to the aged care component of the health service. Hawker have been involved in a palliative care project for aged care and they are just working through this.

Ashley discussed the Lee Care project that is being rolled out for aged care in October, Ashley provided an overview on what this looks like. Ashley provided an overview on the online portal as part of Lee Care and the access families will be provided to view care provided to residents.

Board acknowledged all the initiatives in Hawker health unit and thanked Ashley for providing this constructive and positive update.

## **1.9 Board Members Orientation Biography**

Board Members Biography was tabled out of session with a recommendation to update the current webpage content to coincide with the biographies displayed in the Health units. All in attendance adopted updating content in line with displayed biographies.

**Action:** Detail to be updated on webpage

## **2. Matters for Decision**

### **2.1 SA Health Policies- Nil to table**

Nil policies tabled for noting

### **2.2 2022-008 Safety and Quality Report - Endorsed by Circular Resolution**

Tabled for formal process. Endorsed by circular resolution 20 May 2022.

### **2.3 {2022-009}FUNLHN Board Clinical Governance Committee Terms of Reference**

Brief tabled with suggested recommendation of change. Endorsed with variations as discussed in part b referring to membership.

**Action:** Remove sentence as per membership

## **2.4 {2020-010} SA Health Consumer, Carer and Community Feedback and Complaints Management Strategic Framework 2021-2024**

Brief tabled for adoption of the SA Health Consumer, Carer and Community Feedback and Complaints Management Strategic Framework. Endorsed to adopt framework.

## **2.5 {2022-012} FUNLHN Cladding Proposal**

Brief tabled with recommendation to re-escalate risk to Department of Health and Wellbeing with response required prior to meeting with Minister Picton. Endorsed by all members to proceed with escalation process and resolution to move forward to rectify this risk.

## **3. Strategic Discussions**

### **3.1 Priorities of the Strategic Plan / KPI Reporting**

Discussion around current process in place regarding engaging external consultants to assist development of the operational plan. Formal processes are occurring for CEO approval and contract management.

## **4. Board Committee Reports**

### **4.1 Clinical Governance Committee**

Summary report tabled for information. Discussion around medical shortages which was also discussed at Audit & Risk and is being escalated as a major risk.

### **4.2 Finance and Performance Committee - Out of Session**

Summary report provided out of session. Palliative Care funding was raised and advised awaiting June report for success of funding via the joint submission with Rural Support Service, and any impacts it may have on our position if funding is unsuccessful. We will require contingency plans to make sure the program is adequately resourced to meet the needs and demands within our LHN.

Third party contracts are being discussed and reviewed at management levels, still awaiting our own evaluations to occur into remote nursing clinics.

**Action:** Craig Packard to meet with Geri Malone out of session to discuss evaluations regarding remote nursing clinics.

## **5. Matters For Information (Discussion by exception, advised prior to meeting )**

### **5.1 FUNLHN Performance Report**

Report tabled for information. Noted change in relation to target for seen in four hours has altered to six. Craig Packard indicated that the LHN is still aiming for the targeted four hours length of stay in relation to ED attendances.

The Board expressed concerns if targets were being extended to allow them to be met rather than pursuing a finer target around quality.

CHSP referrals discussed in length around new referrals and service provisions.

Credentialing for medical staff raised and the reporting whole of LHN rather than FUNLHN.

**Action:** Investigate RSS providing LHN specific statistics for performance reporting for medical credentialing.

Timely Quality and Safety complaints resolution has reduced. CP advised this is being discussed to rectify and bring into alignment with required responses.

### **5.2 FUNLHN Board Legislative Compliance**

Summary tabled for information of board compliance with the *Healthcare Act*. All areas are reported as compliant. Resolved to endorse summary provided.

## **6. Correspondence for Noting**

### **6.1 Various correspondence circulated out of session for month of April and May 2022**

Karyn Reid tabled invitation to provide a presentation at the FUNLHN Combined HAC Conference in September around the Community Engagement Committee of the Board and how that works with the Health Advisory Council. She is seeking support from the board, all in attendance supported notion.

## **7. Meeting Finalisation**

### **7.1 Meeting Evaluation**



## **NEW BUSINESS:**

### **7.1.1 Consumer Community Engagement Committee**

Discussion around replacement occurred for the CCEC, Karyn Reid requesting a board member to allow continuation in accordance with the terms of reference. Mark Whitfield self nominated as an interim measure.

**Action:** Lisa Taylor to add Mark Whitfield to mailing list and send calendar invites.

### **7.1.2 Aged Care Services Quorn and Hawker**

Craig Packard provided an update of the Aged Care Service in the LHN, specifically related to the learnings out of an investigation concerning the transition of services during the recent Covid outbreak.

### **7.1.3 RSS Governance Review**

Board updated on recommendations by Ernest Young with meeting being held with all CEO and Board Chairs 31 May 2022 to discuss the findings and recommendations reported.

### **7.1.4 Pika Wiya Health Service**

Craig Packard provided an update on Pika Wiya service delivery to the LHN. Discussion held around the current contract arrangements and delivery of services . Contract negotiations are being held with requirements being made clear. Concerns of staff shortages, changes to senior management and Governance issues, potentially leading to a reduction in service delivery were also raised and discussed and it is recommended they be raised with the Department.

**Action:** Craig Packard to provide formal correspondence via email to Acting Chief Executive of Department of Health and Wellbeing with copy to Tanya McGregor.

### **7.1.5 Country Health Connect Telehealth Innovation**

Lisa Taylor tabled recent brief received for noting regarding Telehealth innovation

**Action:** Lisa Taylor to send out of session for information.

### **7.1.6 Board Audit and Risk Committee Chairperson**

Mark Whitfield provided an update on the recruitment of the Chair of Audit and Risk Committee. Unfortunately Gary Penn the previous endorsed applicant has withdrawn the offer to stand as chair therefore we are now reviewing alternate applicants. John Lynch provided a nomination of Paul Prestwich.

**Action:** John Lynch to provide details to Craig Packard to contact Paul.

### **7.1.7 Garnett Brady PSM Retirement**

Mark Whitfield acknowledged Garnett Brady's PSM final board meeting. Mark provided a speech on behalf of the board members acknowledging the benefits and kind astute to the Board regarding and promoting Aboriginal Health issues. The board wished Garnett all the best in his retirement.

## **7.2 Next Meeting - 29 July 2022 - Port Augusta**

Next meeting to be held in Port Augusta on 29 July 2022.

## **7.3 Meeting Close**

Meeting closed 14:21

**Signed:**



**Mark Whitfield, FUNLHN Governing Board Chair**

**29 July 2022**