



Minutes

Date: 24 November 2023 **Time:** 11.00 am – 4.00 pm **Venue:** Murray Bridge Hospital Board Room & Teams **Meeting Number:** #48

Riverland Mallee Coorong Local Health Network Governing Board Meeting

Present: Peter Joyner (PJ), Elaine Ashworth (EA), Claudia Goldsmith (CG), Mel Ottaway (MO), Richard Hearn (RH), Sonia Waters (SW), Fred Toogood (FT) (from 12.00)

Attendees: Wayne Champion (WC) - CEO, Craig Lukeman (CL) – CFO, Louise Greenlees (LG) – Dir P&C

Guests: Debbie Martin, Executive Director & Julianne O'Connor, Chief Clinical Advisor, RSS, and Susan Peterson, RMCLHN Senior Communications Advisor

Secretariat: Jeanette Brown (JB)

Traditional Acknowledgement

We would like to acknowledge the Ngarrindjeri custodians of the Land and waters that we are meeting upon today. We respect their spiritual relationship with their country and acknowledge that their cultural beliefs are an important focus of their past, present, and future. We also pay respect to the cultural authority of Aboriginal people in attendance from other areas.

ITEM NO.	ITEM	DISCUSSION POINTS	OUTCOME / ACTIONS
1	PRESENTATION		
1.1	Rural Support Service – Debbie Martin (Executive Director) and Julianne O'Connor (Chief Clinical Advisor)	<ul style="list-style-type: none"> ▪ The Board noted the presentation from Debbie Martin and Julianne O'Connor about key achievements of the RSS in 2022-23 under the RSS work groups of: <ul style="list-style-type: none"> ○ Business and Financial Services ○ Clinical and Wellbeing Services ○ Digital Transformation and Technical Services ○ Projects and Partnerships ○ Workforce, Safety and Culture ○ Strategy and Engagement ▪ Further discussion of some key areas including: 	

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		<ul style="list-style-type: none"> ○ PATS ○ Credentialling ○ Clinical Governance ○ RSS Service Level Agreement with regional LHNs ○ RSS Budget and workforce FTE ○ Aboriginal workforce ○ 2024 GP Agreement negotiations ○ Stroke services <ul style="list-style-type: none"> ▪ Presentation notes uploaded to Diligent. 	
1.2	Susan Peterson, Senior Communications Advisor, RMCLHN	<ul style="list-style-type: none"> ▪ The Board noted the presentation about raising awareness of the RMCLHN Governing Board. Communications Tools and Tactics that have been developed include: <ul style="list-style-type: none"> ○ Updated biographies and photographs ○ Update to Website and RMCLHN Hub ○ Short URL and QR Code ○ Profiles shared in Newsletter and social media ○ Promotional posters and TV screens at sites. ▪ Engagement opportunities implemented including: <ul style="list-style-type: none"> ○ Increasing attendance at events ○ Guest speaker opportunities ○ Social media engagement ○ Meet and greet during site visits. ▪ Discussion about further improvements and opportunities: <ul style="list-style-type: none"> ○ Provision of greater notice about events ○ Potential for a 6 month event schedule ○ Linking events to existing Board site visits ○ Social media access and reach ○ Summarising comments posted on social media ○ Continue to use additional tactics to reach staff without email access such as newsletter, bulletins and updating information to the Hub. ▪ Presentation notes uploaded to Diligent. 	ACTION: 20231124-01 – Links to social media handles to be circulated to Board members.
2	IN CAMERA DISCUSSION		

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		<ul style="list-style-type: none"> ▪ In-Camera discussion held at the beginning of the meeting. ▪ Noted that correspondence to be drafted from Board Chair regarding two complaints. ▪ Noted that an education session to be organised for the Governing Board and Executive about legal compliance. 	ACTION: 20231124-02 – Education session about legal compliance to be organised.
3	MEETING OPENING		
3.1	Acknowledgement/ Present and Apologies	<ul style="list-style-type: none"> ▪ PJ welcomed members and attendees and provided acknowledgement. 	
3.2	Interests and Conflicts Disclosure Log	<ul style="list-style-type: none"> ▪ Current Interests and Conflicts Disclosure Log noted. 	
3.3	Confirmation of Minutes from Board meeting	<ul style="list-style-type: none"> ▪ The minutes from the Board Meeting held 27 October 2023 were endorsed. ▪ The minutes from the RMCLHN Annual Public Meeting held 2 November 2023 were endorsed. 	
3.4	Review Actions Log	<ul style="list-style-type: none"> ▪ The Board noted the Actions Log including completed actions and those included in the agenda. 	
3.5	Board Work Plan	<ul style="list-style-type: none"> ▪ The Board noted the Work Plan. 	
4	MATTERS FOR DECISION		
4.1		<ul style="list-style-type: none"> ▪ Nil 	
5	COMMITTEE REPORTS / RECOMMENDATIONS		
5.1	RMCLHN Board Finance Committee	<ul style="list-style-type: none"> ▪ Noted the RMCLHN Board Finance Committee Minutes 26 October 2023. ▪ The Finance Committee Chair's update. <ul style="list-style-type: none"> ○ Noted the ongoing risk associated with the CHSP program with the issue overlapping with the Aged Care and Disability Governance Committee. Noted that further briefing to be provided to both the Finance Committee and Aged Care and Disability Governance Committee. 	

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		<ul style="list-style-type: none"> ▪ Noted the presentation form CL about potential cost savings requested by the Department of Treasury and Finance (DTF). <ul style="list-style-type: none"> ○ The Board acknowledged the list of potential strategies and noted that they are not supported by the Board for implementation. ○ Noted minor corrections to be made to some data. ○ Noted that the potential list is required to be submitted to DTF but is provided having been reviewed by the Board but without endorsement of the Board. 	ACTION: 20231124-03 – Potential costs savings to be provided to DTF as requested but without endorsement of the Board.
5.2	RMCLHN Board Clinical Governance Committee	<ul style="list-style-type: none"> ▪ Noted the RMCLHN Board Clinical Governance Committee Minutes 27 October 2023. ▪ The Clinical Governance Committee Chair’s update. <ul style="list-style-type: none"> ○ Nil further 	
5.3	RMCLHN Board Aged Care and Disability Governance Committee	<ul style="list-style-type: none"> ▪ Noted the RMCLHN Board Aged Care and Disability Governance Committee Minutes 26 October 2023. ▪ The Aged Care and Disability Governance Committee Chair’s update. <ul style="list-style-type: none"> ○ Discussion about historical infrastructure reports with next quarterly report to consolidate the reports and also systematically address achievement against standards regarding home like environment and ensuring common best practice standards are achieved across all sites. ○ Noted the issues about the CHSP program (as per Finance Committee). ○ Diversional Therapy strategies. ○ Positive Healthy Ageing Team survey response. ○ Renmark Quality Compliance Innovation (QCI) report and resultant Plan for Continuous Improvement (PCI). ○ Commonwealth meeting about Barmera 15 November 2023 very positive. 	

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5.4	<p>RSS Governance Committee</p> <p>RSS Governance Committee Minutes</p> <p>RSS Representative Update</p>	<ul style="list-style-type: none"> ▪ The RSS Governance Committee Minutes and Summary for the meeting held 12 October 2023 were noted. ▪ The RMCLHN representative on the RSS Committee update. <ul style="list-style-type: none"> ○ Draft RSS Service Agreement with regional LHNs. ○ Proposed RSS Director Aboriginal Health position. ○ Progress of new rural GP agreement. ▪ MO advised that the appointment term expires in February 2024 and MO won't seek renomination. Board to consider potential replacement noting the Governance Committee is skills based. 	<p>ACTION: 20231124-04 – Board members to consider potential replacement on the Governance Committee for RSS.</p>
6	MATTERS FOR DISCUSSION		
6.1	RMCLHN CEO Performance Review	<ul style="list-style-type: none"> ▪ PJ provided an update, noting the topic was discussed in the in-camera session with preferred company selected subject to referee reports. 	.
6.2	WH&S Strategies for Staff	<ul style="list-style-type: none"> ▪ Noted the information about Work Health and Safety strategies for Aboriginal staff. ▪ Discussion about: <ul style="list-style-type: none"> ○ The impact of the Referendum outcome for Aboriginal staff and staff in general. Noted the request for SA Health and LHNs to delay staff communications pending communication from the Department of Premier and Cabinet and the Office of the Commissioner for Public Sector Employment that didn't eventuate, resulting in some staff feeling unsupported. ○ Funding being provided from RSS for each rLHN to implement cultural immersion programs for Aboriginal staff and other staff. ○ Implementation of CEO reference group with members having geographic, gender, strategic and operational mix. ○ Noted the recent Aboriginal Health Committee (subcommittee to Executive) included discussion about the outcome of the Referendum. 	.

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6.3	Board Reporting Review	<ul style="list-style-type: none"> ▪ Noted the information about Board Reporting. ▪ Noted that Board members to consider the changes that have been implemented and identify what is now working and any further areas for improvement. 	ACTION: 20231124-05 – Board members to consider areas for improvement in Board reporting with ideas to be submitted to CG or WC.
6.4	Barmera Retirement Village AGM Report	<ul style="list-style-type: none"> ▪ Noted the minutes from the Barmera Retirement Village AGM held 24 October 2023. ▪ Noted minor amendment to be made to the minutes. 	.
7	STANDARD AGENDA ITEMS FOR DISCUSSION		
7.1	Performance Report	<ul style="list-style-type: none"> ▪ The Board noted the RMCLHN Performance Reports, noting that these were discussed in detail at the Finance Committee, Clinical Governance Committee, and Aged Care and Disability Governance Committee meetings. 	
7.1.1	Finance and FTE Report-PPRC	<ul style="list-style-type: none"> ▪ The Finance and FTE Report was noted and also discussed at the Finance Committee Meeting. 	
7.1.2	KPI Monthly Performance Report	<ul style="list-style-type: none"> ▪ The KPI Monthly Performance Report was noted and also discussed at the Clinical Governance Committee Meeting. <ul style="list-style-type: none"> ○ Noted that work is being undertaken regarding Emergency Department times as there appears to be a data capture issue. 	
7.1.3	People and Culture Report	<ul style="list-style-type: none"> ▪ The People and Culture Report was noted. ▪ Discussion about: <ul style="list-style-type: none"> ○ Banning orders for both Aged Care and NDIS are now embedded in processes. ○ Process of termination for non-vaccinated staff and subsequent unfair dismissal claims from five staff with Tribunal hearing scheduled for December 2023. ○ Ongoing positive results in relation to mandatory training. ○ Continuing to achieve >80% PRD completion. ○ Issues related to reducing excess leave in an environment of excess vacancies. 	

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7.1.4	Quality and Safety Reports	<ul style="list-style-type: none"> ○ Implementation of staff separation surveys either on-line or hard copy. ○ New staff survey at 3 months now commenced with report to be provided in February 2024. ○ Aboriginal employment percentage. ○ Workcover claims with overall reduction in number although an increase in costs. ○ Noted an increase in incidents related to mental stress and these are now greater than manual handling incidents. Noted that De-escalation Training has increased to provide staff with appropriate skills as these relate to challenging behaviours. Further analysis to occur regarding the mental stress incidents. ○ Noted that new regulations under the <i>Work Health and Safety Act 2012</i> regarding psychosocial hazards come into effect 25 December 2023. ○ Noted the need for WH&S worksite audits / inspections to be undertaken by an independent (to that site) person given that some issues are not being picked up by staff familiar with the site. ○ Consideration being given to alternative strategies for staff to receive information and feedback particularly at site level. <ul style="list-style-type: none"> ▪ The Quality and Safety Reports were noted and discussed at the Clinical Governance Committee and Aged Care and Disability Governance Committee. ▪ Discussion about: <ul style="list-style-type: none"> ○ Three emergency maternity presentations that all achieved good outcomes. ○ Communication between midwives and ward staff. 	<p>ACTION: 20231124-06 – Further analysis to occur regarding the number of incidents related to mental stress.</p>
7.2	RMCLHN Planning Update		
7.2.1	Operational Plan Status Report	<ul style="list-style-type: none"> ▪ Noted the RMCLHN 2023-24 Operational Plan Status Report for November 2023. 	

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7.2.2	Mannum Service Planning Report	<ul style="list-style-type: none"> ▪ Noted the RMCLHN management response to the draft Mannum Service Planning Report. ▪ Noted the process of actioning items through the Operational Plan and through inclusion in the broader RMCLHN Clinical Service Plan development that is currently being undertaken. ▪ Discussion about the opportunity that arose to consider services at Mannum given the relocation of aged care residents and the planned relocation of the medical practice but noted that the outcomes will now be incorporated into the broader clinical services planning process. 	
8	MATTERS FOR NOTING		
8.1	Chairperson Report	<ul style="list-style-type: none"> ▪ The Chairperson Report was noted. 	
8.2	Chief Executive Officer (CEO) Report	<ul style="list-style-type: none"> ▪ The CEO Report was noted. ▪ The CEO Report provided a summary of current issues, with the Board noting the following topics: <ul style="list-style-type: none"> ○ Regional Electronic Medical Records Project. ○ Riverland CSSD Project with Berri due for completion by Christmas and Loxton to then proceed. ○ Mannum Service Planning. ○ Staff movement. ○ National Safety and Quality in Health Services Accreditation. ○ Aged Care Quality and Safety Commission Assessment – Barmera with final report anticipated following positive meeting held 15 November 2023. ○ Security staff for General Hospitals and associated Security Review. Noted that action plan developed to progress implementation of outcomes of review. Noted that role description being developed for Security / Concierge staff with 24/7 staff to be employed and noting that interim arrangement is for 12/7 through a private contractor. Noted that correspondence received from the ANMF. 	

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		<ul style="list-style-type: none"> ○ Independent Review of selected paediatric cases is underway. ○ Single Employer (GP Training) Model discussed at meeting with Minister. Noted that Chairs and EDMS from other rLHNs have requested a visit to Berri. Noted that the Commonwealth are planning a national conference in April 2024. 	
8.3	RMCLHN 2023 Staff Survey Action Plan	<ul style="list-style-type: none"> ▪ Noted the information about the Staff Survey Action Plan based on regional results. ▪ Noted that site action plans are being developed and a report will be provided to the Board in February 2024. ▪ Discussion about sites with low participation numbers with rate of participation to also be incorporated into the results and consideration to be given to other strategies to obtain feedback. 	
8.4	RMCLHN 2023 Workplace Wellbeing Service Agreement Report	<ul style="list-style-type: none"> ▪ Noted the information about the RMCLHN 2023 Workplace Wellbeing Service Agreement Report to be submitted to DHW 1 December 2023. 	
9	MATTERS FOR INFORMATION		
9.1	Murray Bridge Council artwork initiative	<ul style="list-style-type: none"> ▪ FT attended the launch of the Murray Bridge commemorative artwork, 'Places of Courage' to raise the profile on Violence Against Women and Children prior to the Board meeting. 	
9.2	Christmas	<ul style="list-style-type: none"> ▪ Noted that Christmas gifts have again been organised for all staff and Board members may wish to participate in the process of disseminating. ▪ PJ and WC passed on good wishes for the festive season and thanked everyone for their contribution during 2023. 	
10	ITEMS APPROVED BY CEO FOR NOTING		
		<ul style="list-style-type: none"> ▪ Nil 	
11	CORRESPONDENCE		

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11.1	Incoming		
11.1.1	Regional HAC Conference Post Event Information Pack	<ul style="list-style-type: none">Noted the correspondence about the 2023 Regional HAC Conference held in Mount Gambier in October 2023.	ACTION: 20231124-07 – Email to be forwarded out of session and relevant members to indicate intention and proposed term.
11.1.2	2024 Reappointment of Current Board Members	<ul style="list-style-type: none">Noted the correspondence about the 2024 Reappointment process for current Board Members with advice to be provided to DHW by 8 December 2023.	
11.2	Outgoing:	<ul style="list-style-type: none">Nil	
12	MEETING FINALISATION		
12.1	Questions / Comments	<ul style="list-style-type: none">Nil further	
12.2	Review actions to be taken	<ul style="list-style-type: none">Refer items: 1.2, 2.0, 5.1, 5.4, 6.3, 7.1.3 and 11.1.2.	
12.3	Meeting evaluations	<ul style="list-style-type: none">PJ summarised the meeting and thanked everyone for their input.	

Meeting Close: 4.00 pm

Next Meeting:

Date: 24 January 2024

Time: tbc

Location: tbc

(Note: Planning Workshop deferred from December, to be held 19 January 2023.)

Signed:

Elaine Ashworth

A/Chair



Date: / /

30 Jan, 2024 11:15:46 AM ACDT