



# MEETING MINUTES

**DATE:** Wednesday 13 November 2019

**TIME:** 2:30pm to 5:15pm

**VENUE:** Coffs Harbour Health Campus – ME025 / PMCHC VC Room/Teleconference

Item / Description	Action	Att
<b>Attendance and Declarations</b>		
<u>Welcome:</u> Warren Grimshaw AM, Chair		
Present: Warren Grimshaw AM Chair (WG), Neville Parsons Deputy Chair (NParsons), Janine Reed (JR), Dr Jennifer Beange (JBeange), Dr Joanna Sutherland, Rev. Dr John Barrett OAM (JBarrett), Neil Porter (NP), Susan McGinn (SM), Dr Stephen Begbie (SB), Dr Tim Francis (TF)		
In Attendance: Chief Executive Stewart Dowrick (SD), Director Communications and Strategy Vanessa Edwards (VE), Media and Corporate Communications Manager Lynn Lelean (LL), Manager Corporate Governance Delwyn Kruk (DK), Deputy Chair Coffs Harbour Health Campus Medical Staff Council Dr Yvonne Guttner (YG), Julie Usher and Delwyn Kruk Minutes		
Declaration of Pecuniary Interest, Conflict of Interest and Related Transactions: A potential Conflict of Interest was noted by Dr Stephen Begbie but not applicable to the Agenda.		
<b>Item 1: Presentations/Discussion</b>		
1.1	<b>Discussion – Mid North Coast Bushfire Crisis</b> Kathleen Ryan as Health Service Functional Area Coordinator for the MNCLHD and Vicki Simpson provided an overview of the bushfire crisis affecting the MNC. <ul style="list-style-type: none"><li>• There were four fires in the Mid North Coast Local Government Area and a State of Emergency was declared by the Premier. Situation now in recovery stage and fires downgraded to ‘watch and act’.</li><li>• Emergency Operation Centres were set up at Port Macquarie, Coffs Harbour, Kempsey and Nambucca Heads and were supported by NSW Health, other government agencies and key stakeholders.</li><li>• Daily meetings were held with the MNCLHD Senior Executive Team with a focus on understanding capacity within the hospital network.</li><li>• Port Macquarie Base Hospital (PMBH) &amp; Kempsey District Hospital received high number of presentations due to respiratory issues.</li><li>• The performance and resilience of staff had been fantastic. Staff were offered access to the Employee Assistance Program.</li><li>• SD noted support received from private hospitals within the MNCLHD in terms of supporting patients. Also the support from the Primary Health Network (PHN) and General Practitioner</li></ul>	

	<p>response. Further support will be requested via the GP Clinics to provide support for those with respiratory illnesses in the coming weeks. The Aged Care network was also supportive ensuring patients were safe.</p> <ul style="list-style-type: none"> <li>SD further noted the work of A/General Manager PMBH Garth Schultz and team for their response to the crisis noting that the Lindfield Park fire has been burning for some months.</li> </ul> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <ul style="list-style-type: none"> <li><b>Noted</b> the update.</li> <li><b>Thank</b> all those involved in this effort and difficult times, including the PHN and the collaboration and respect in terms of coming together to do all we can to support the community.</li> <li><b>WG</b> to send thank you letters to relevant agencies.</li> </ul> <p><i>Kathleen Ryan and Vicki Simpson departed the meeting.</i></p>
1.2	<p><b>The Mental Health and Integrated Care presentation was deferred due to the bushfire crisis.</b></p> <p>1.2.1 Report: MNC Demand Management Initiative</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <ul style="list-style-type: none"> <li><b>Reviewed</b> MNC Demand Management Initiative and support the whole of MNCLHD working group to develop and implementation strategy which support the population outlined in the paper.</li> </ul>
1.3	<p><b>Meet with Deputy Chair of Coffs Harbour Health Campus (CHHC) Medical Staff Council (MSC) Dr Yvonne Guttner.</b></p> <ul style="list-style-type: none"> <li>WG welcomed Dr Guttner to the meeting.</li> <li>Dr Guttner referred to a letter written by Dr John Neal on behalf of the CHHC MSC to the Board highlighting clinician concerns. WG noted this item is referred to in the Chief Executive’s Report.</li> </ul>
<b>Item 2: Minutes and Action Table</b>	
2.1	<p>Minutes</p> <p>2.1.1 Minutes of Meeting – 9 October 2019</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Endorsed</b> the Minutes of Meeting 9 October 2019</p>
2.2	<p><b>Action Table</b></p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Noted</b> the Action Table</p>

	<p><b>2.2.1 Action: MNCLHD Strategy Caring for Older People 2017-2021</b></p> <ul style="list-style-type: none"> <li>The Board noted the MNCLHD Strategy: Caring for Older People 2017-2021 and referred to November meeting for discussion.</li> </ul>	Refer 3.4
	<p><b>2.2.2 Action: MNCLHD Emergency Departments</b></p> <ul style="list-style-type: none"> <li>WG to write to the Network Managers noting Board appreciation of staff efforts during current activity.</li> </ul>	Refer 7.4.6
	<p><b>2.2.3 Action: Quarterly Risk Report to MoH</b></p> <ul style="list-style-type: none"> <li>WG to write to the Secretary re regular feedback on quarterly reports.</li> </ul>	Refer 7.4.3
<b>Item 3: Strategic Items for endorsement and/or discussion</b>		
3.1	<p>Chief Executive's Report &amp; Attachments.</p> <p>In addition to the written report, Chief Executive Stewart Dowrick provided a verbal update on the following issues:</p> <ul style="list-style-type: none"> <li>Macksville Maternity Services. Letter: Professor Henry Murray re Macksville Maternity was noted in response to a query raised by the MNCLHD Executive Clinical Council Advisory Group. The Board noted the project is proceeding.</li> <li>Hospital in the Home (HITH) service use high. SD to review the high cost of this service.</li> <li>Emergency Department (ED) activity up for October.</li> <li>Letter: The Hon. Brad Hazzard was noted.</li> <li>Senior Leadership Review Coffs Clinical Network – The Board noted the review has commenced with the assistance of Professor Mick Reid who has provided previous clinical/administrative advice to the MNCLHD. The correspondence from the CHHC MSC was noted in this regard. The Terms of Reference for this review will examine and report on a range of options, and recommend a preferred option, for the optimal administrative and clinical management of CHHC with a particular reference to:             <ul style="list-style-type: none"> <li>- the capital redevelopment with the subsequent expanded clinical role of the hospital;</li> <li>- the recommendations from the recent cardiology review in MNC which proposed a designated Director of Cardiology for CHHC</li> <li>- the difficulty over many years in attracting/retaining a suitable DCS and, importantly,</li> <li>- the results from the 'People Matters' Forum for CHHC.</li> </ul> </li> <li>Senior Managers Forum (SMF) – The SMF was well attended. The theme was Safety Leadership.</li> <li>Executive Clinical Advisory Committee Meeting – attendance numbers were low however important issues were raised and discussed and presentations well received. Robyn Martin will attend MNCLHD MSC meetings in 2020 and present on the Aboriginal Report Card and other Close the Gap strategies to increase awareness among clinical staff.</li> <li>North Coast Collective Planning Workshop – SD advised that the EOI had not been successful.</li> </ul> <p><i>Dr Yvonne Guttner departed the meeting.</i></p>	

	<ul style="list-style-type: none"> <li>Letter: Dan Hunter correspondence. This letter, and subsequent response will be referred to the Finance Committee.</li> </ul> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Noted</b> the Chief Executive's Report and Attachments</p>	
3.2	<p>Report: MNCLHD Organisational Performance Report</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Received and noted</b> performance of the MNCLHD Key Performance Indicators.</p>	
3.3	<p>Leading Better Value Care (Standing item)</p>	Noted
3.4	<p>Brief: MNCLHD Strategy: Caring for Older People 2017-2021</p> <ul style="list-style-type: none"> <li>WG noted the strategy is a very carefully prepared document.</li> </ul> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Discussed</b> and noted the information provided in the document.</p> <p>2. <b>Action:</b> The MNCLHD Strategy: Caring for Older People 2017-2021 to be referred to the Combined MNCLHD and PHN Board meeting for comment.</p>	
3.5	<p>Brief &amp; Attachments: MNCLHD Delegations Manual Schedule 21</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Endorsed</b> the updated MNCLHD Delegations Manual Schedule 21</p>	
3.6	<p>Brief &amp; Attachments: Update on Internal Audit Risk and Compliance Actions for Board.</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Noted</b> the completed action items</p> <p>2. <b>Direct</b> the DFOAM to identify and assess, the current financial position and register a formal risk in the ERMs (in collaboration with the Risk and Compliance Manager).</p> <p>3. <b>Noted</b> SD will request SET consider the need to include natural disaster response in the top risks.</p>	
<b>Item 4: Operational Items</b>		
4.1	<p>Report: Root Cause Analysis (RCA) Update October 2018</p> <p><b>Resolution: The MNCLHD Governing Board:</b></p> <p>1. <b>Noted</b> the information provided in the update and requested this be provided quarterly.</p>	

4.2	Brief & Action Plan: Premier's Priority Complaints Handling	
	<p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the MNCLHD six commitments to effective complaint handling.</li> <li><b>Noted</b> a report will be provided in three months' time on achievements against these commitments.</li> </ol>	
4.3	Brief & Reports: MNCLHD People Matter Employee Survey 2019 Results	
	<p>The Board discussed the following:</p> <ul style="list-style-type: none"> <li>Bullying statistics are still of concern including the accuracy of data. Recruitment still a concern.</li> <li>SD noted patient survey results are positive.</li> <li>SD noted recruitment had been discussed at the MNCLHD People Matter Employee Forum (PMEF) and an external recruiter is being used for some positions to improve transparency. This had been well received.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the results of the 2019 People Matter Employee Survey and the proposed ways forward.</li> <li><b>Noted</b> the detailed report and wished to thank those involved in preparing the data.</li> <li><b>Noted</b> the Board will review matters further following the completion of the Senior Leadership Review Coffs Clinical Network.</li> <li><b>Noted</b> the new liaison position for CCN which will commence in 2020 initiated by the CE.</li> <li><b>Request</b> that sensitivity be given to commentary in this report when it is distributed to staff.</li> </ol>	
4.4	Brief & Report: MNCLHD Renal Services Update	
	<p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the work in District Renal Services and support staff and consumer engagement.</li> </ol>	
<b>Item 5: Governance Items – Board Sub Committees and associated reporting</b>		
5.1	Board Sub-Committee: Community Engagement	Next meeting 18 November
5.2	Board Sub-Committee: Workforce, Health & Safety	Next meeting (11 November)
5.3	<p>Board Sub-Committee: MDAAC</p> <ol style="list-style-type: none"> <li>5.3.1 Confirmed Minutes 12 September 2019</li> <li>5.3.2 Chair's Summary 10 October 2019</li> <li>5.3.3 Critical Actions Compliance Declarations</li> </ol> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the information provided in the MDAAC Sub-Committee papers</li> <li><b>Noted</b> the Critical Actions Compliance Declarations.</li> </ol>	

<p>5.4</p>	<p>Board Sub-Committee: Integrating Care</p> <p>5.4.1 Confirmed Minutes 1 November 2019</p> <p>5.4.2 Chair’s Summary 22 October 2019</p> <p>Board Sub-Committee: Integrating Care</p> <p>5.4.1 Confirmed Minutes 1 November 2019</p> <p>5.4.2 Chair’s Summary 22 October 2019</p> <ul style="list-style-type: none"> <li>The First 2000 Days Framework was discussed by the committee. This is an opportunity for service redesign and to bring groups such as health, housing, parents, justice system, education, carers for social support, to ensure adequate services are provided. This collaborative model is being developed to coordinate existing agencies to ensure children have the best start in life.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the information provided in the IC Sub-Committee papers and update provided.</li> <li><b>Noted</b> the Board is supportive of collaborative model</li> <li><b>Request</b> the Framework be referred to the Combined MNCLHD and PHN Board meeting for discussion.</li> </ol> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted</b> the information provided in the IC Sub-Committee papers and update provided.</li> <li><b>Noted</b> the Board is supportive of collaborative model</li> <li><b>Request</b> the Framework be referred to the Combined MNCLHD and PHN Board meeting for discussion.</li> </ol> <p><i>Neville Parsons departed the meeting.</i></p>
<p>5.5</p>	<p>Board Sub-Committee: Health Care Quality</p> <p>5.5.1 Confirmed Minutes 23 September 2019</p> <p>5.5.2 Chair’s Summary 28 October 2019</p> <ul style="list-style-type: none"> <li>Identified increase in Coffs Clinical Network falls causality may be result of changes to Health and Security Assistant’s employment model. Noted this is under review.</li> <li>Discussion regarding hybrid medical records and how we can integrate them to assist with transferability between services.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ul style="list-style-type: none"> <li><b>Noted</b> the information provided in the HCQC Sub-Committee papers and update provided.</li> <li><b>Noted</b> the need to review integrated system to capture patient records whether in hospital or as outpatients. SD to follow up whether integration of medical records is on risk register.</li> </ul>

5.6	<p>Board Sub-Committee: Health Service Development &amp; Innovation</p> <p>5.6.1 Confirmed Minutes 2 August 2019 5.6.2 Chair's Summary 25 October 2019</p> <ul style="list-style-type: none"> <li>• New technique for fundus photography replacing outdated ophthalmoscopy processes was discussed by the committee.</li> <li>• HIV models of care presented information of what has been done, as opposed to new development and innovation.</li> <li>• SNAP subacute rehabilitation module to commence the process within PMBH to improve multi-disciplinary team care and patient length of stay. Positive outcomes already achieved.</li> <li>• Senior management representation at this meeting has improved and the presentations are usually of a very high standard.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <p>1. <b>Noted</b> the information provided in the HSDI Sub-Committee papers and update provided.</p>
5.7	<p>Board Sub-Committee: Finance and Performance</p> <p>5.7.1 Confirmed Minutes 24 September 2019 5.7.2 Chair's Summary 29 October 2019 5.7.3 Report: Finance and Performance – YTD 30 September 2019</p> <ul style="list-style-type: none"> <li>• Key focus areas for 2019/20 include FTE management, VMO expenditure, activity, TAP reporting, own source revenue initiatives and efficiency improvement plans.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Noted</b> the information provided in the F&amp;P Sub-Committee papers</li> <li>• <b>Noted</b> the information in the F&amp;P Year to Date Report.</li> </ul>
5.8	<p>Board Sub-Committee: Audit and Risk</p>
Next meeting 5 Decembe	
5.9	<p>Board Sub-Committee: Close the Gap</p> <p>5.9.1 Confirmed Minutes 27 August 2019 5.9.2 Chair's Summary 22 October 2019</p> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <p>1. <b>Noted</b> the information provided in the CTG Sub-Committee papers 2. <b>Noted</b> the new Community Representative to appointed to the committee.</p>

<b>Item 6: Directorate Updates – not required this month</b>	
<b>Item 7: General Business, Correspondence and Business without notice</b>	
7.1	<p>Confidential In Camera Items</p> <p>1.1.1 Brief: Investigations Update</p> <ul style="list-style-type: none"> <li>A confidential file note was recorded.</li> </ul>
7.2	<p>Chair's Report</p> <p>7.2.1 Communication with Clinicians</p> <p>7.2.2 NSW Health Board Members Conference – 4 November 2019</p> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ul style="list-style-type: none"> <li><b>Noted the Chair's Report</b></li> </ul>
7.3	<p>MNCLHD Governing Board</p> <p>7.3.1 Brief: MNCLHD Governing Board Membership Status</p> <p>7.3.2 Brief: MNCLHD Governing Board Meeting Schedule 2020</p> <ul style="list-style-type: none"> <li>WG noted Governing Board eligibility list was reviewed 12 months ago.</li> <li>Names for the membership status renewal can be submitted for consideration out of session.</li> </ul> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Reviewed</b> and discussed the current membership exit dates of the MNCLHD Board.</li> <li><b>Endorsed</b> the 2020 Governing Board Meeting Schedule and requested consideration be given to a meeting at Macksville when the new hospital built.</li> </ol> <p><i>Dr Tim Francis and Janine Reed departed the meeting.</i></p>
7.4	<p>Correspondence</p> <p>7.4.1 Letter from Minister Hazzard re Customer Service &amp; Community Engagement</p> <p>7.4.2 Letter from Daniel Hunter Deputy Secretary, FOAM CFO re Quarter 1 Financial Results and 2019/20 Efficiency Improvement Plans</p> <p>7.4.3 Letter to Secretary Elizabeth Koff re MNCLHD Risk Report Feedback</p> <p>7.4.4 Letter to Mick Reid re Cardiology Review and Presentation</p> <p>7.4.5 Letter to NSW Health Awards Winner – Dorrigo Multipurpose site</p> <p>7.4.6 Letter to MNCLHD Networks re Growth Activity</p> <p><b><u>Resolution: The MNCLHD Governing Board:</u></b></p> <ol style="list-style-type: none"> <li><b>Noted the correspondence in item 7.4.</b></li> </ol>





# Health

## Mid North Coast Local Health District

### GOVERNING BOARD

2. <i>Noted there is a meeting to discuss progress of January Governing Board strategic planning day agenda.</i>	
<b>Item 8: Large Attachments and additional information</b>	
<b>Item 9: Upcoming Events</b>	
Date	Event Details
22 Nov	MNCLHD National Photographic Competition Opening Night and Awards – Port Macquarie
11 Dec	MNCLHD Annual Public Meeting and Governing Board Meeting – Port Macquarie
22 Jan	MNCLHD Governing Board Strategy Session
12 Feb	MNCLHD Governing Board Meeting - Dorrigo
<b>There being no further business the meeting closed at 5:16pm</b>	