



HOSPITAL ADVISORY COMMITTEE

MINUTES – PUBLIC - unconfirmed

Tuesday 30 November 2010

10.00am

Corporate Meeting Room 1

Base Hospital

David Street

New Plymouth

Present:

Peter Catt (Chairman), Jenny Nager, Mary Bourke, Karen Eagles (Board Members), Brian Jeffares, (co-opted members)

In Attendance:

Joy Farley (General Manager Hospital and Specialist Services), George Thomas (General Manager Finance and Corporate Services), Rosemary Clements (Clinical Services Manager), Sue Carrington (Media Advisor), Ramon Tito (Kaumatua), Jenny McLennan (PA to Board)

Alison Rumball, Ella Burrows (Member-elect not in office until 6 December 2010)

612.0 Declaration to Open Meeting

The Chairman declared the meeting open at 10am.

613.0 Apologies

Resolution

That the apologies from Messrs Tony Foulkes and Peter Moeahu, Ms Kura Denness and Mrs Jan Dunlop be received and noted.

*Carried
Nager/Eagles*

614.0 Conflicts of Interest

The Register was circularised for updating by members, with no new interests being declared.

615.0 Chairman's Notice

Dr Catt recognised the resignation of Mrs Joy Farley, General Manager Hospital & Specialist Services noting her twenty plus years service, with the last 8.5 years as General Manager.

The Chairman also advised of the impending retirement of Mrs Francis Pentelow, Hospital Librarian. Mrs Pentelow will have been in her position 30 years in March and has provided an exemplary service to both the hospital and the wider sector.

616.0 Minutes of Previous Meeting

Resolution

That the Hospital Advisory Committee resolve to accept the minutes of the meeting held on 26 October 2010 as a true and correct record subject to amending the date of the next meeting.

*Carried
Nager/Bourke*

617.0 Matters Arising

617.1 Staffing Model – Hawera Hospital

In response to a question from Mrs Eagles Ms Farley advised that that the evaluation report prepared following the introduction of the new staffing model at Hawera Hospital would be available if members wanted to view it.

617.2 Patient Satisfaction Survey

Ms Farley advised she had arranged to meet with the Customer Services Manager to further discuss and explore the opportunities available for patients to provide feedback. While agreeing with the discussion Mr Jeffares noted the need to not lose sight of the intent of the service provided and the need to balance associated costs of seeking out feedback. Ms Farley endorsed comments adding that customer service training was part of staff education. This ensures staff have the necessary skills to apply early intervention for any potential issues.

While recognising the challenges of how to manage complaints the Chairman noted the learning's made through complaint procedure.

618.0 Management Reports

618.1 General Manager Hospital Services Report

The General Manager Hospital Services took the report and attachments as read and highlighted the following issues which were discussed:

- Acute delivery overall was at contracted volumes with elective delivery slightly behind due to annual leave and high number of acutes.
- Orthopaedics were under delivered with planning underway to address situation.
- Financial result \$18k better than budgeted deficient of \$44k and \$62k better than the budgeted deficit of \$1.30m for the year to date.
- Mental Health & Addictions service operating within the ring fence.
- Overall FTE's 11 below budgeted level.
- Medical costs below budget with associated vacancies.
- Ms Farley noted that while the financial target had been met the challenge of maintaining and sustaining this would continue throughout the year.
- Health Target results for Quarter 1 were tabled for members information.

- It was noted that the Health Advice to Smokers target had improved with advice sought from other DHBs to assist in internal strategies. A successful model from Timaru Hospital was to be implemented
- Hawera Hospital
 - A Doctors Recruitment paper which focuses on recruiting doctors who are, or will work towards the 'Rural' doctor registration was tabled at the last Hawera Hospital Community meeting.
 - Implementation of the Oral Health Business Case was continuing, with consultation with Hawera staff underway.
- In response to a Ministry of Social Development and Employment initiative a Children & Young Persons Social Worker will be located at each DHB. The position will receive collaborative funding and will provide a link between the DHB and CYF and will work collaboratively with health professionals and Police.

Discussion

- Mrs Nager questioned the recent developments in Hawera Hospital regarding the location of the new oral health clinic. Mrs Farley advised that due to the length of time between the original consultation and the actual implementation of the business case in South Taranaki it was necessary to reaffirm the original discussions/ consultation and confirm their application. There was the over riding requirement to ensure the best use of the facilities in Hawera which may require reconfiguration of clinic provision. The timing of the actions taken to move the implementation forward had been regrettable and had not been received as a positive enhancement of service provision. The next step in the implementation of the business case was to confirm the location of the clinic and associated discussions with staff was required. It was noted that there was no intent to reduce or cease the provision of any other services to accommodate the oral health clinic. The challenge was to ensure the opportunities to enhance service provision between primary and secondary care were taken advantage of.

Miss Bourke noted the difficulties in consultation, advising that feedback received indicated those working in the area may not have a correct understanding of the situation. Miss Bourke added that the process had taken too long and that this lead to uncertainty about previous decisions that had been made.

Ms Farley advised there were difficulties in managing staff and a service with such a high public profile. As a GM there was a need to balance the requests of staff with what is reasonable strategically and operationally - as some clinic areas were utilised circa 50% of the time it was reasonable to consider clinic areas in conjunction with the oral health business case requirements. Original consultation for the business case had taken place in the past, with the passage of time and the current environment in Sth Taranaki managing perceptions were now problematic. There was the need to reaffirm the business case requirements and seek the views of staff within that past consultation and the now current situation.

Miss Bourke noted the challenging impact of the over arching Better Sooner More Convenient (BSMC) strategy on considerations. Ms Farley advised that various discussions were occurring with regards to BSMC, at

both a high strategic level and an operational, service provider level. It was noted that a meeting between the Midland Network, Hawera General Practitioners and key people was to be held.

The Chairman reported that the National Health Board (NHB) wanted to ensure processes moved with speed and that this wasn't what had occurred with the Oral Health Business Case implementation.

It was reported that the oral health mobile clinic was on site and that an initial blessing was to take place with the official launch to be held in Hawera.

Mr Thomas reminded the committee that the financial landscape had changed significantly since the oral business case and that there was the expectation to ensure the best use of facilities and funding.

The Chairman concluded that the current situation reflected the sensitivity within the South Taranaki community with Miss Bourke noting the challenge of moving forward and the care required in operational issues as well.

- Ms Clements reported that the preferred provider for the provision of Ambulance Services was St John. Due diligence would now proceed with 1 February 2011 as the take over date. Meetings with staff would continue.
- The Chairman noted with pleasure the financial results with the provider arm coming in under budget. Ms Farley agreed, noting however the underlying deficit. Mr Thomas added that while it was a good position to be in the actual result was a deficit and noted with caution that the second part of the year being more financially challenging than the first.
- Mrs Eagles requested confirmation regarding the Outsourced Clinical Services – Facility Fee's. It was confirmed that the fee related to ACC work undertaken at Southern Cross and that the new facility would reduce outgoing cost such as these.
- An update of the immigration status update on the new American O&G consultant due to commence in January was awaited. Mr Catt advised that the Chief Executive was assisting in this process.
- Ms Clements report noted that planning was underway to address the under delivery of orthopaedic procedures.
- Mrs Eagles noted with concern the reference to letters to GPs and questioned the lack of IT usage. Dr Catt advised 'Healthlink' was not able to connect with the secondary sector and that the NHIT and associated regional plans were about to commence implementation and that these would address various IT issues including security of patient information.
- Mrs Eagles questioned if there had been financial support from the Health Trust for the documentary "Hiding behind the Green Screen." Ms Farley undertook to report in at the next meeting.
- Mr Jeffares sought clarification on the reason for the Mental Health and Addictions service under budget operating result. Ms Farley advised that this was assisted by the work undertaken in the facility which impacted on the need for specialising of patients.

Resolution

That the Hospital Advisory Committee note and receive the report of the General Manager Hospital and Specialist Services and attachments.

*Carried
Eagles/Bourke*

619.0 General Business

619.1 Key Performance Indicator (KPI) Report

Further to previous advice that recent changes had affected the monthly KPI report, there was a need to reconcile the KPI's produced for the different framework and select key indicators to track monthly. A report was received from Ms Farley which provided reporting details under the following headings:-

- Health Targets - Quality Framework – Policy Priorities
- Systems Integration – Quality Framework
- Ownership – Quality Framework
- Hospital Quality & Productivity Framework
- Elective Service Performance Indicators (ESPI)
- Statement of Forecast Service Performance

Ms Farley advised that the NHB were planning to introduce a new indicator scorecard for hospitals and DHBs which would see the current Hospital Benchmarking report phased out. Committee members were asked to consider which KPIs they would like to monitor by way of the monthly report and to provide feedback directly to Mrs McLennan.

620.0 Next Meeting

The next meeting was scheduled to be held on Tuesday 25 January 2011 in New Plymouth.

621.0 Exclusion of Public

Resolution

That the Hospital Advisory Committee resolve to exclude the public from the remainder of the meeting on the basis of the following matters:

1. *To present Hospital Advisory Committee Minutes pursuant to an earlier resolution publicly excluding the item*

*Nager/Eagles
Carried*

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Chairman

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Date