

COMMUNITY ENGAGEMENT FORUM

NOTES

Forum held via videoconference to all EWHS Campuses on 14 November 2016 at 10.30 am

1. PRESENT

<u>Birchip Campus</u>	Robyn Ferrier
<u>Charlton Campus</u>	Bev Turner
<u>Donald Campus</u>	NIL
<u>St. Arnaud Campus</u>	NIL
<u>Wycheproof Campus</u>	NIL

2. IN-ATTENDANCE

Kathy Huett (Chief Executive Officer)
Danny Stone (Director Clinical & Community Health)
Alister Ferguson (Director Finance & Business Services)
Andrew Smith (General Manager Clinical)
Helen Barclay (Birchip Campus Manager)
Dallas Coghill (Charlton Campus Manager)
Sharon Tonkin (Donald Campus Manager)
Robyn Roberts (Wycheproof Campus Manager)
Una Round (Quality Manager)
Scott Wilson (Support Services Manager)
Jean Bray (Community Health Manager)
Sue Hynes (Community Liaison Officer)
Cheryl Watson (Risk/OHS Manager)

3. APOLOGIES

Ray Walker, Helen & Keith Barber, Helen Rigby.

4. WELCOME

5. AREAS FOR DISCUSSION
 - Quality Account (formerly Quality of Care Report)
 - Feedback from community: happy with size.
 - Not A4 as possibility to fall out of newspaper
 - Call for feedback – happy with size (Charlton & Birchip)

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- Bright and engaging
- Some typos when making dot point – not dots but o
- If others found, to email Una Round ASAP so we can send to printer before end of week

- Quality Data and Information
 - Una Round. Refer attached report. Community members happy with information.
 - Robyn Ferrier. Feedback on a personal experience

- Energy and Water
 - Refer attached Energy and Water Performance Report from Scott Wilson
 - No questions from community

- Strategic Plan
 - Kathy Huett spoke to this item.
 - Held up with Department Health & Human Services processes
 - Waiting on approved document by end of month to work on
 - Mission, Vision & Values tabled and progress reported.
 - Six month operational plan to be developed

- Risk Management
 - Cheryl Watson reported on risks: 6 strategic, 5 operational and 3 Interagency.
 - Staff report risks they find and these monitored by the Continuous Quality Improvement/Risk Committee
 - One identified by staff and also on our Feedback System.
 - People mover – clients' access of vehicle – working on.
 - WorkSafe Reviews of Occupational Violence and Manual Handling.
 - Some Improvement Notices: ensuring alerts added to patient medical records so staff aware
 - One going – IN – Donald Residential Care Nurses Station
 - Called for questions and comments but none forthcoming.

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- Family Violence
 - Refer attached Presentation 'Strengthening Hospital Responses to Family Violence : A Rural Perspective
 - /Danny Stone advised that EWHS invited to participate in project through Royal Women's Hospital
 - EWHS broadening perspective to include violence against men and women not just women across the age spectrum.
 - Tracey Myers is the Project Worker.

- Advanced Care Planning
 - EWHS Project
 - Implementing Victorian Government Guidelines
 - We have staff trained at each EWHS Campus
 - Access is through Central Intake
 - Plan is for everyone to document their wishes for their end of life care

6. COMMENTS ON VIDEOCONFERENCE MEETING

Robyn Ferrier.

- ❖ How do we get people to come?
- ❖ What we have tried in 2016 in a different style to encourage people to attend, but has had limited success.
- ❖ Perhaps directly inviting members of the community
- ❖ Perhaps try and engage through already established venues, ie: Probus, Senior Citizens, Wycheproof Community Meeting, Donald Community Meeting.

7 CONCLUSION Kathy thanked everyone for participating and wished everyone well for the future as this would be her last forum due to her retirement in late January . Forum closed at 11.15 am