THE TWEED HOSPITAL

Minutes

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| Date | 19 March, 2024 |
| Time | 10:00am |
| Venue | TTH POD Room 1 |
| Attendees | Adam Reid, Acting General Manager |
| Adam Bartlett, Corporate Services Manager |
| Kylie Woods, Manager, Human Resources |
| Michael Kearns, Organiser, HSU |
| Michael Reading, Delegate, HSU |
| Sandra Saunders, Manager Admissions & Clerical Administration TTH |

| **ITEM** | **SESSION** |
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|  | Acknowledgment to Country*We acknowledge the Traditional Custodians of the land and waters where we work and live. We acknowledge the Traditional Custodians’ living culture, their connection to country and their contribution to the life of this region. We pay our respects to the Ancestors and Elders of these Nations, and to all Aboriginal people past, present and future.*  |
|  | Present: Adam Reid, Adam Bartlett, Kylie Woods, Michael Kearns, Michael Reading |
|  | Apologies: Sandra Saunders |
|  | No prior minutes |
|  | **BUSINESS ARISING:** |
| **6.** | **Reintroduction of 24/7 switchboard operations at Tweed Valley Hospital (TVH)** |
|  | **STANDING AGENDA ITEMS** |
|  | **Summary of Out-of-Session Business:** |
| 6.1  | Switchboard services have historically operated 24/7 at TTH, although the night duty coverage for the past 18 months has sat with ED administration. To better meet the needs of TVH (400 beds) the switchboard night shift will return to the switchboard team from 14 May 2024. |
| 6.2 | There has been considerable consultation between management and staff about the reintroduction of the night duty as a reception/switchboard responsibility. |
| 6.3 | It had been proposed to reintroduce the night duty from 18 March 2024 however management decided to postpone this to closer to the opening of TVH following a couple of resignations and the need to recruit and on-board the new hires. |
|  | **NEW BUSINESS** |
| 7.1 | Fire emergency – in the event of a fire alarm who attends the fire panel? |
| Outcome: The chief warden being the afterhours nurse manager |
| 7.2 | HSU concern 1: Some staff have never worked nights how will fatigue management be addressed? |
| Outcome: The Department Manager has met with the Head of Health Roster to develop a best practice fair and equitable roster rotation to ensure continuity and the safe spread of night duty across the roster. This was consulted with the team on 15-3-24. \*Copy attached for consultation with Michael Kearns HSU. Team members will continue to nominate shift preferences and swap shifts, and pick up additional shifts via the team Whatsapp. Four new hires will join the team to support the 24/7 roster, further supported by existing casual staff with 24/7 availability. Patient flow staff will be located on level 5 at TVH although will be more mobile during the night duty. |
| 7.3 | HSU concern 2: safety of workers working in isolation |
| Outcome: Switchboard office facilities at TVH are purpose built with no public access to the switchboard room effectively making it a a safe room. Designated swipe card entry access is required, and staff have direct access to the self-contained kitchen and bathroom amenities. The security office is 100 metres from switchboard at TVH, and the emergency department is also in close proximity. TVH will accommodate the 24/7 model with a front of house and back of house, which in the new facility are both secured work spaces with CCTV cameras monitored from the security control centre. Remote switchboard coverage will be available during restroom breaks. The Department Manager and Manager of Domestic Services conducted a risk assessment on 14-3-24 at TVH and are assessing control measures for further staff consultation. |
| 7.4 | Transitioning reception and switchboard operations from TTH to TVH  |
| Outcome: the ramping down of these services at TTH will require staff in both facilities initially before an automated messaging service refers the community to the new TVH facility and new contact details. |
| **8.** | **BUSINESS WITHOUT NOTICE** |
|  | NA |
| **9.** | **NEXT MEETING** |
|  | TBA  |