

**BUNDABERG HEALTH SERVICE DISTRICT
RECORD OF MEETING**

Meeting of: Nursing Officer 3/5/DDONS

Meeting No: 01/04

Date: 08.04.04

Start Time: 1330

Present: R. Goodchild, R. Schoneveld, L. Mulligan, A. Robinson, G. McDermid, D. Jenkin, R. Pollock, D. Carter, G. Aylmer, L. Allen, S. Vanderberg, D. Spry, T. Hoffman, C. McMullen, L. Douglass

Apologies:

Confirmation of Minutes:

Seconded:

Minute Taker: Ann Robinson

Correspondence: Nil

BUSINESS ARISING

Item No.	Topic	Discussion	Agreed Action, Person Responsible, and Time Frame
NEW BUSINESS			
01/04-1	Introduction	Discussion Linda Mulligan welcomed everyone to meeting and gave a brief overview of her nursing background	Agreed Action, Person Responsible, and Time Frame
01/04-2	Nursing Service Profile /Professionalism / Confidentiality	Linda asked the meeting to consider how we, as Nurse leaders: <ul style="list-style-type: none"> • Think of ourselves as a group and how the rest of the organisation views us. • Consider issues relating to professionalism i.e. how we make decisions and manage our own future • Consider issues relating to confidentiality when dealing with staff and clients i.e. paramount that staff/clients can trust us with information they may give us 	Issues to be discussed further in meetings between DDONS and individual NO3s

01/04-3	Processes / Industrial Relations / Change Management	<p>Linda spoke about a number of issues:</p> <ul style="list-style-type: none"> • Impression given that there are not always 'concrete' processes in place to deal with some major issues e.g. complaint management • All NO3s need to understand processes • DDONS has a commitment to IR and consultation and involvement with industrial groups but final decision lies with organisation/QH. • Let DDONS know of any potential industrial issues • Change Management Guidelines will be used for any planned change and will involve QNU 	<p>Linda will discuss processes / present templates for issues such as 'complaint management' at future meetings</p>
01/04-4	Reporting lines	<ul style="list-style-type: none"> • All NO3s (except for R. Goodchild who was present) report directly to DDONS. The ADON is not a line manager and is therefore unable to authorise leave, RAFs etc. Therefore all Leave applications/RAFs must be signed by DDNS • Messages can be left with Exec admin staff (Amelia) regarding any emergency leave etc. A correspondence signature file will be processed every day so delays will be minimised 	
01/04-5	Leave / TOIL / LWOP / Work Cover issues	<ul style="list-style-type: none"> • Parameters / criteria for 'aciting up' appointments will be examined • TOIL – currently being looked at by HR – maximum of 24 hours may be accumulated in line with corporate policy. Currently staff are keeping individual records. DM has stated that all TOIL must be approved by immediate supervisor and there must be a system that clearly documents TOIL • LWOP – all A/L and LSL must be used before LWOP can be granted. DDONS does not have delegation – can only make recommendation to DM who will make final decision • Workcover – DDONS has to sign off claims as legitimate. Some claims are coming in without supporting documentation. NO3s are asked to 'flag' any claims thought not to be legitimate and Workcover will be asked to investigate. If a staff adverse event report is completed that may result in a Workcover claim please email DDONS and advise 	To be discussed at future meeting
01/04-6	Access /appointments	<ul style="list-style-type: none"> • Every attempt for Level 3s to have access to DDONS on urgent matters on the same day will be made. Otherwise please make an appointment with Amelia for elective issues. • Individual appointments – please bring information about self, unit goals and challenges 	

01/04-7	Meetings	<p>Nursing Services and Level 3, 5, 6 meetings have amalgamated and Nursing HOD held instead. This structure may not allow time to discuss all issues and some issues relating to leadership may not be appropriate for Nursing HOD. Linda asked that we think about:</p> <ul style="list-style-type: none"> • Holding 'extraordinary' meetings with relevant groups on an ad hoc basis i.e. special purpose meetings with an outcome focus • Decide on priorities which need to be discussed at meetings 	
01/04-8	Documentation / templates / correspondence	Linda spoke about the wide range of documentation that she has received, some in pencil, unsigned, undated. File note templates which are dated and signed to be used for all documentation	To be discussed at future meeting
01/04-9	Complaint Management Process	<p>Linda spoke about the varying forms of complaint management processes used throughout organisation. District policy currently focuses on customer complaints not staff complaints. In future:</p> <ul style="list-style-type: none"> • Staff member will receive a copy of the complaints with time frame for response • All complaints need to be fully resolved within 35 days • A template for the NO3 response will be circulated • DDONS will then look at responses and then respond to complainant 	Process to be discussed at future meeting
01/04-10	Jury duty	Standard practice formerly has been for DDONS to sign exemption letter for staff called up for jury duty. This will no longer occur. The only time an exemption letter will be signed is when it is absolutely certain that staff cannot be replaced appropriately.	
01/04-11	'Work experience' students	<ul style="list-style-type: none"> • Issues relating to nursing work experience need to be looked at from a workforce planning perspective • CQU has issued a new proposal regarding model of student nurse placements. Further discussion will occur. 	To be discussed at future meeting
01/04-12	Enrolled Nurse Advance Practice	Recruitment/appointment process held up because PDs were not sent to Health Advisory Unit in Nov 2003, nor the positions advertised. Extension was granted until April 3 for closed merit selection by the Industrial Commission. Whole process by NUMs must be finalised by April 23 so that it can be signed off by DM. Selection processes must be followed i.e. formal interview even if only one applicant.	
01/04-13	Qualification allowance/MX Award	At this time qualification allowance only paid for recognised tertiary qualification. The issue of allowance for non tertiary is currently back with the Minister who has stated he will negotiate on this matter.	
01/04-14	Uniforms	Meeting to be held soon to determine District policy re uniforms/allowances for NO3 and above. All NO3s to please give input to Linda by email re their preference.	

01/04-15	Health technology / equipment replacement	New QH initiative – all 'bar coded' equipment has been entered onto data base with age and life expectancy. Data base will be used for decision making and automatic replacement of equipment.	
01/04-16	International Nurses day	Linda enquired re interest in celebrating IND on May 12. Robyn, DiIys and Rens volunteered to organise a purposed event and will keep Linda informed.	
01/04-17	Relieving opportunities	Opportunities exist in Palliative Care – 3/52 in June/July and Mt Perry for 3 days a week approx 3/12. Please indicate interest to Linda ASAP.	

Happy Easter to All!

Meeting Closed: 1530