



Board Update

July 2021

As this message goes out to our communities the Central West Health Board (the Board) is relieved that the recent possible local exposure to the COVID-19 Delta variant did not eventuate. As a Board we are very conscious of the ongoing threat that COVID-19 presents to the people of Central West Queensland and how important it is for us all to do our bit to keep each other safe.

In response to the threat the staff and leadership of Central West Hospital and Health Service reacted appropriately and swiftly, and the Board thanks them sincerely for this. Staff worked into the night and across the course of the weekend to ensure that testing was available, and messages were communicated to all those who required it.

Our Health Service Chief Executive Jane Hancock advised us that this was achieved in true partnership with our emergency response partners at Queensland Police Service, Queensland Ambulance Service, Queensland Fire and Emergency Services, Longreach Regional Council and our colleagues at Central Queensland Hospital and Health Service Public Health Unit.

Sincere thanks to our staff and community!

Earlier in the month, in the lead up to the July 2021 meeting of the Board its Safety and Quality, Executive and Finance Committees met to progress the work towards assuring appropriate financial and human resource management and that monitoring of the safety and quality of service delivery across Central West Queensland is occurring.

The Safety and Quality Committee received advice from management on the internally assessed level of compliance of clinical and corporate systems against the requirements of the National Safety and Quality Health Service Standards version 2. This report was provided in the lead up to a planned external assessment in

late June 2021. As a provider of health services, Central West Hospital and Health Service is required to comply with these standards and is assessed on a regular basis by independent surveyors from the Australian Council on Healthcare Standards (ACHS).

These assessments are of particular interest to the Board as a point in time external source of assurance that the services provided to the people of Central West Queensland are appropriate and safe. The ACHS surveyors arrived in Longreach and travelled to all the Central West Hospital and Health Service facilities across a four-day period.

A big thank you to all staff and consumer and community members who engaged with the surveyors during their visit. Feedback provided to the Board indicated that they were made to feel welcome and individuals engaged with them in an open and transparent way. This is essential in maintaining the integrity of the assessment outcomes and the Board looks forward to receiving any advice which will focus our quality improvement activities appropriately into the future.

A detailed report on work directed at improvement of the management and planning activities relative to information management systems was welcomed by the Executive Committee in late June. The report's content linked together the recent audit activities reported to the Board and responded to its identified risks as summarised in the [2021-2025 Central West Hospital and Health Service Strategic Plan](#).

Workforce health and safety (WHS) is a regular inclusion in the work of the Executive Committee and a targeted update in the context of WHS in the context of the continuing pandemic situation, has been added. This will aim to provide appropriate assurance that our valued staff are provided with access to vaccination, personal protective equipment, and robust processes to manage workload.

Effective financial management is paramount in meeting the economic challenges being faced because of the continuing COVID-19 response. The Executive Director Finance and Infrastructure Support Services, Chris Sullivan, is a welcome



attendee at all Finance Committee and monthly Board meetings as we focus on assuring ourselves that resources are managed appropriately. Identification of areas of risk are essential elements of this discussion and Jane and Chris have been proactive in highlighting any escalation points required that will support the Board to participate fully in state level discussions as required. Achieving parity of access to safe, quality healthcare services in our rural and remote locations is always a focus as we link in with the broader system.

The Board approved the signing of the 2021-2022 Service Agreement with the Queensland Department of Health at its July meeting. This document agrees the level of funding for the next 12 month period and identifies the level of services Central West Hospital and Health Service will provide. We look forward to continuing to work closely with the Department of Health, our communities, and other strategic partners towards meeting our vision as a leading provider of far-reaching healthcare.

The next monthly meeting of the Board is set to occur in early August and the board looks forward to welcoming the Queensland Integrity Commissioner to address the team. Open, transparent, and accountable decision making is of paramount importance to the Board and broader management and we look forward to assuring ourselves that processes in place are sufficient to maintain a high level of decision-making integrity.

Thanks once again to all staff and consumers who linked in with the ACHS surveyors during their visit and to those who link in with our feedback processes. As always, we welcome feedback as an opportunity to hear the voices of the people affected most and to ensure that the work being done is responding to or guided by any identified issues or successes shared with us.

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Online – [Do you have a compliment, suggestions or complaint?](#)