



Ambulance Service Advisory Board Minutes

9.00am, 21 February 2024

NSW Ambulance State Operations Centre, 10 Dawn Fraser Avenue, Olympic Park

Present: Greg Mullins, Advisory Board Chair
Dr Dominic Morgan, Advisory Board Member and Chief Executive
Arthur Diakos, Advisory Board Member
Dave Owens, Advisory Board Member
Graeme Loy, Advisory Board Member
Julie Babineau, Advisory Board Member
Lyn Baker, Advisory Board Member
Dr Patricia Saccasan Whelan, Advisory Board Member

In Attendance: Peter Elliott, A/Executive Director Finance & Corporate Services
David Dutton, Executive Director Clinical Operations
Clare Beech, Executive Director, Clinical Capability, Safety and Quality
Clare Lorenzen, A/Executive Director, People & Culture
Nirav Bajoria, A/Director, Finance
Ryan Gilchrist, Director, Office of the Chief Executive
Barbara Mijacika, A/Executive Officer Boards and Committees
Alan Gould, A/Associate Director, Executive Strategy and Priorities, Office of the Chief Executive
Brent Armitage, Director, Control Centres (*Item 2.1 only*)
Long Calvert, Emergency Medical Call-Taker (*Item 2.1 only*)

1. Opening and Attendance

1.1 Welcome and Acknowledgement of Country

A quorum was present and the meeting opened at 9.07am.

The Chair acknowledged the Wangal people as traditional owners of the land upon which the meeting was being held, paying respect to elders past, present and emerging and also to any Aboriginal or Torres Strait Islander people present.

1.2 Apologies

Alfa D'Amato, Advisory Board Member and Walter Kmet, Advisory Board Member were noted as apologies.

1.3 Conflicts of Interest

No conflicts of interest were declared or identified.

1.4.1 Minutes of Previous Meeting

The minutes of the Ambulance Service Advisory Board meeting of 13 December 2023 were approved as a true record of the meeting.

1.4.2 Actions Register

Updates to the Actions Register were noted, and items 66, 121 and 122 were closed. Item 120 was closed as they were included in the papers.

2 Presentations

2.1 Patient Experience Story

The Advisory Board noted a patient story involving a foreign body airway obstruction of a paediatric patient. The case highlighted the challenging, complex and emotive work of NSW Ambulance Emergency Medical Call Takers and the unique ability to triage, provide verbal interventions and assistance prior to the arrival of NSW Ambulance Paramedics, as well as the seamless integration of specialist services.

2.2 Year in Review

The Advisory Board noted the 2022-2023 Year in Review.

3 Matters for Discussion

3.1 Chief Executive Report

The Advisory Board was provided an update following concerns raised to the Health Secretary about risks surrounding the performance of eHealth for services provided to NSW Ambulance, particularly in relation to the occupancy of Level 6 of the State Operations Centre (SOC) and establishment of a Disaster Recovery Site. It was noted eHealth has advised the Health Secretary the commissioning of the State Operations Centre will be complete by October 2024. The Advisory Board noted that these concerns may expose NSW Ambulance to future technical limitations and additional financial and non-financial risks.

The Advisory Board was provided an update on the industrial landscape and current industrial matters. The Advisory Board also noted the Audit Office of NSW performance audit on the efficiency and effectiveness of ambulance services in regional New South Wales.

3.2 Finance Update

The Advisory Board noted the Finance Update as at the end of December 2023. The Advisory Board noted several budget supplementations have not been finalised and raised concerns that this is impacting the ability to accurately forecast the financial position of NSW Ambulance. It was noted that the fiscal landscape, and any delay or change to previous agreed budget supplementations, may impact the ability to deliver organisational initiatives, including onboarding of paramedics promised by the government.

The Advisory Board raised concerns with the decision by the Ministry of Health not to allocate an annual budget and funding to NSW Ambulance, but instead to progressively supplement the agency on an ad-hoc basis in arrears. The Advisory Board raised concerns that this creates significant funding and budgetary risks for NSW Ambulance in effectively managing, aligning and allocating resources in accordance with operational deliverables and being able to hold management accountable via effective monitoring of budget and funding performance. It could also lead to unknown downstream risks through the inevitable erosion of financial literacy and accountability at all levels of management.

Action: The Advisory Board Chair to further discuss these issues with the Chief Executive, noting that there is a good relationship between NSW Ambulance and Ministry of Health Finance Branch.

3.3 Medication Management Quarterly Update

An update on the Medication Management Strategy was provided to the Advisory Board.

Action: Provide the Medication Management Strategy to the Advisory Board.

Action: Provide a clinical governance overview with spotlight on Clinical Practice Committee.

3.4 Strategic and Emerging Risks

The Advisory Board noted the Strategic and Enterprise Risk Register, expressing the view that it is still too "busy" and difficult to follow.

Action: Provide a summary of high and extreme strategic and enterprise risks that highlights changes in risk profile and controls.

3.5 NSW Ambulance Integration with Single Digital Patient Record

An update on the NSW Ambulance integration with Single Digital Patient Record was provided to the Advisory Board. It was noted that the legacy software and timing of any software upgrade is impacting integration with the Single Digital Patient Record project together with several organisational initiatives interdependencies. NSW Ambulance has had several meetings with eHealth to investigate if an electronic Medical Record (eMR) solution for NSW Ambulance would provide a better Single Digital Patient Record pathway given limitations with the current software.

Action: Develop an interim pathway and software solution that enables integration with Single Digital Patient Record.

4 Matters for Noting

4.1 Efficiency Improvement Program

The Advisory Board noted the Efficiency Improvement Program Update.

4.2 Activity and Performance Update

The Advisory Board noted the Activity and Performance Report.

4.3 SWIFT Update

The Advisory Board noted the SWIFT Update.

4.4 NSW Ambulance Forward Calendar of Events

The Advisory Board noted the Forward Calendar of Events and the standing invitation for Advisory Board members to attend key events such as station openings, graduations and conferences.

4.5 Committee Minutes

The Advisory Board noted the Committee Minutes and that the Advisory Board should develop a sharper focus on Clinical Governance issues, particularly opportunities to explore new and best practice approaches in clinical development.

Action: Provide the Clinical Governance Committee quarterly report to the Advisory Board together with an overview of a specific initiative or project put forward by the Committee Chair.

4.6 Audit and Risk Committee Chair Memorandum

The Advisory Board noted the Audit & Risk Committee memorandum.

4.7 NSW Ambulance 2022-2023 Financial Statements

The Advisory Board noted NSW Ambulance 2022-2023 Financial Statements.

6 General Business

A question was raised regarding the NSW Ambulance Advisory Board members' appointment expiry terms, and the value in ensuring these are staggered for continuity and succession planning purposes. The matter is currently being reviewed.

Advisory Board Members who attended the Audit & Risk Committee Forum 2023 (the Forum) suggested papers from the Forum be made available to the Advisory Board.

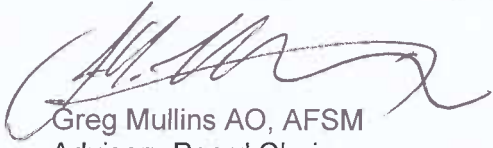
Action: Provide the Audit & Risk Committee Forum 2023 papers to the Advisory Board.

Next meeting and close

The next meeting will be held at the new NSW Ambulance State Operations Centre, Homebush 9am, 20 March 2024

The meeting closed at 11.39am.

Approved as a true and accurate record of the meeting:

A handwritten signature in black ink, appearing to read 'G. Mullins', written over a horizontal line.

Greg Mullins AO, AFSM
Advisory Board Chair

Date: 20/3/24.