



Reflections

A summary of the Governing Board Annual Report 2021-2022
Flinders and Upper North Local Health Network

From the Chief Executive Officer



The past year has required us to meet many challenges of the COVID-19 Pandemic, of which I am extremely proud of how all our staff have embraced this. In addition, we have been able to strengthen our workforce capacity and progress many strategic requirements to continue to mature our health network and provide the best possible care to our patients, consumers and communities.

The COVID-19 response has assisted FUNLHN, as a regional LHN, to connect closely with the broader state health system, including with other regional LHNs and the metropolitan health services. We have been able to work collaboratively on solutions to challenges, particularly relating to workforce shortages and having the required expertise and I am confident there is a stronger understanding of the needs of rural and remote communities, when responding to statewide and national emergency situations.

The necessity for our LHN to respond and support the community required us to establish not only new acute COVID-19 systems and processes, but assist additionally in the community, in roles that have not historically been our key scope of service. This included accommodation supports for many vulnerable people who did not have access to safe or appropriate accommodation for isolation or recovery.

From the Chief Executive Officer *continued...*

Our health services were at the forefront of establishing quarantining facilities, including the utilisation of our own 'Step-Down Unit' accommodation for the purpose of COVID-19 quarantining. The development of a local Aboriginal Health contact tracing team and cultural advisers was another pivotal and unique part of the response, to enable us to meet the needs of the vulnerable people in our communities.

Despite all the challenges of COVID-19 on our services, there are many significant achievements that have been reached. We have enhanced our digital capacity over the past 12 months, as we know that utilisation of digital systems will be essential to our future service models. Some achievements have included improved internet access and wider bandwidth along with implementation of wi-fi, including a plan to have all our health services wi-fi enabled over the coming year.

Our community-based services have trialled an enhanced tele-health service model and utilising a far greater use of portable and mobile devices, outside of fixed office-based computers and systems.

Over the coming 12 months we are prioritising further digital based medical records systems, including a roll out of the Lee-Care system to our residential aged care services at Hawker and Quorn and expansion of the Sunrise Electronic Medical Record (EMR) system.

FUNLHN has maintained a high result against key performance areas, as established through our service level agreements. Maintaining a high achievement in these performance areas, ensures we maintain a strong focus on the safety and quality of the services we deliver.



We have maintained accreditation requirements under the National Safety and Quality Standards for all our health services, have been successfully accredited under the National Disability Insurance Scheme Practice Standards and successfully met the accreditation requirements of our FUNLHN owned medical practice at Hawker, under the Australian General Practice Accreditation Standards.

We have been able to progress many asset improvements across our LHN, including significant accommodation upgrades and improvements, bio medical equipment upgrades and look forward to further developments in the coming year, including the Whyalla Emergency Department and High Dependency Unit redevelopment, establishment of a new purpose built health clinic at Leigh Creek, redevelopment of the Flinders Terrace Health Hub in Port Augusta and upgrades to our residential aged care facilities at Quorn and Hawker.

All of the achievements in our health services are absolutely attributed to the amazing and dedicated staff across all our sites and health services. We have explored and developed ways to ensure our staff have access to up-to-date information and resources and over the past 12 months have established new staff social media groups, regular virtual staff forums and significantly improved our communication to staff, but also our consumers and community. Social media platforms continue to be a successful way to promote our services and distribute relevant important information.

Ensuring consumers have involvement in our business is essential and is a key focus of the FUNLHN strategic plan. I would like to thank all our volunteers, consumers and carers who have engaged and supported our committees, work groups and provided feedback to ensure we continually improve and achieve safe quality health care for all consumers. I particularly wish to thank our Health Advisory Councils (HAC) for their commitment and dedication to our health services. The HACs enable us to keep well informed on the important health priorities in our communities.

From the Chief Executive Officer continued...

“All of the achievements in our health services are absolutely attributed to the amazing and dedicated staff across all our sites and health services.”

I thank our FUNLHN Governing Board for their support to myself, by enabling and supporting us to develop our service models and support us to address risks and improve our services. This includes the approval to implement onsite security services at our Whyalla and Port Augusta sites, which demonstrates the commitment to ensure the safety of our people and the commitment to progress the new models of medical and clinical workforce that we will need into the future, of which requires significant financial commitment.

I am incredibly proud of our Flinders and Upper North Local Health Network, the leadership that we have across our departments and sites and the commitment to achieve excellence in health care for everyone, every day, all the time.



Craig Packard

Chief Executive Officer

Flinders and Upper North Local Health Network

From the Governing Board Chair



This foreword marks my first full year as Chair of the Flinders and Upper North Local Health Network Governing Board. To say that it has been a challenging year would be a significant understatement.

The ongoing demands in responding to successive waves of the COVID-19 pandemic have been significant. Like last year, I stand in awe of the professionalism, genuine care and willingness to go the extra mile displayed by our staff. The Board and FUNLHN are truly blessed to have people of this calibre delivering health services.

I will also take this opportunity to acknowledge and thank my fellow Board members, who bring a great wealth of knowledge and experience to bear on the strategic issues that confront us – all done with great aplomb and a true dedication to providing outstanding health services to our community.



From the Governing Board Chair continued...

“The ongoing demands in responding to successive waves of the Covid Pandemic have been significant. Like last year, I stand in awe of the professionalism, genuine care and willingness to go the extra mile displayed by our staff.”

During the year we saw a change in government, ostensibly on the back of the significant challenges faced by the health system. We look forward to meeting these challenges and implementing the policy direction of the new government.

This year also marked the end of tenure of our Aboriginal Board Member, Garnett Brady PSM. Garnett will be sadly missed – he has provided gentle but focussed direction to the Board as we grapple with significant issues in Aboriginal health. Garnett has set the bar very high and his replacement will face significant expectation. I take this opportunity to publicly thank Garnett for his wisdom, generosity and friendship.

This annual report chronicles our achievements over the past year as we strive to make further improvements to our health service.

Next year will bring its own set of challenges and I have no doubt, given the calibre of people involved, that we are well placed to meet those challenges head on.

I commend this report to you.



Mark Whitfield

Governing Board Chair

Flinders and Upper North Local Health Network

About Us

Our Vision

Excellence in health care for everyone, every day, all the time.

Our Purpose

The Flinders and Upper North Local Health Network delivers culturally safe and high-quality health care services in collaboration with our consumers, enhanced through research and innovation to improve health outcomes for our communities.

Our Values



We are open, honest, equitable and consistent in everything we do.



We behave with dignity, courtesy and fairness in all that we do.



We demonstrate empathy, care, kindness, support and understanding.



We work together to involve our community.



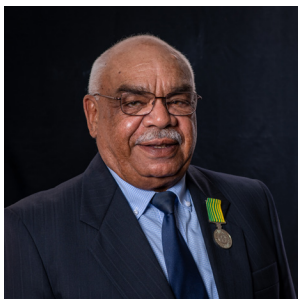
We have the strength to act, and embrace change for the better.

Board Members



Mark Whitfield **Governing Board Chair**

Mark Whitfield is a member of the Australian Institute of Company Directors and an Associate Fellow of the Australian Institute of Management. Mark has lived in Whyalla since 2001. He has a strong record of volunteering on a variety of community organisation Boards.



Garnett Brady PSM **Governing Board Member**

Garnett Brady is an Adnyamathanha/ Yankunytjatjara man from Port Augusta with significant experience in health and community services across the region. Garnett brings significant experience in Aboriginal Health.



Suzy Graham **Governing Board Member**

Suzy Graham spent ten years as a solicitor in Adelaide before relocating to Port Augusta in 2007. Suzy grew up in Port Augusta and is proud to again be a part of the local community. She is involved in a number of local committees and associations.



John Lynch **Governing Board Member**

John Lynch served with the Royal Flying Doctor Service (RFDS) for 32 years, and was the Chief Executive Officer of RFDS Central Operations, finishing in December 2018. John brings finance and governance experience along with rural and remote primary health care practice experience.



Geri Malone
Governing Board Member

Geri Malone has had a career with a very strong focus on rural and remote health from clinical roles, management, education and professional development to policy and advocacy. Geri brings rural health practitioner and clinical governance experience to the Governing Board.



Karyn Reid
Governing Board Member

Karyn Reid has had an extensive career in nursing across many clinical fields, including experience in high-level clinical governance and executive health management. She resides in Port Augusta and has extensive knowledge of the health sites and population health needs across FUNLHN.



Shamus Cogan
Governing Board Member

Shamus Cogan is a Certified Practicing Accountant of over ten years with significant experience in the health sector. Shamus brings experience in the areas of financial modelling, activity based funding, activity based management, commissioning and performance.

Key Highlights

INCREASED COMMUNICATION

to the public around Covid-19 planning and access to testing and vaccination clinics.

MEETING TARGETS

for all emergency department 'seen on time' triage categories.

DELIVERING SERVICES

tailored specifically to the needs of local Aboriginal and Torres Strait Islander communities.

FUNLHN SUPPORTED

the Statewide COVID-19 response, actively responding to numerous Covid outbreaks and the establishment of the Covid Care Team.

**SUCCESSFUL
ACCREDITATION**

of FUNLHN owned
medical practice at
Hawker under the
Australian General
Practice Accreditation
Standards.

**HOSPITAL MEAL
MENUS REVIEWED**

to include vegan choices.

MEETING TARGETS

for elective surgery
timely admissions.



Year Snapshot July 2021 - June 2022

Our Staff

Total number
of staff:

1,100

5.36%

of Flinders and Upper North workforce
identified as Aboriginal and/or Torres Strait
Islander

525

Nurses



366

Public Sector Salaried



21

Medical Officers



188

Health Ancillary



5

people commenced
Skiing SA Program



4

people commenced
Enrolled Nurse Cadet
Program



8

people attended the
Growing Leaders
Program



In our hospitals



11,138

same day patients



6,620

overnight patients



395

babies delivered; including **101** Aboriginal and/or Torres Strait Islander births



662

telerehabilitation consults

In our communities:



87,055

community nursing and allied health services were provided to **6,518** clients



306

Aged Care Assessments completed



NDIS
clients

125 adults

115 children



CHSP

1,343 clients



107

active Home Care Packages



COVID-19 **61,627** vaccinations administered

Our Local Health Network

The Flinders and Upper North Local Health Network (LHN) manages the delivery of public hospital services and other community based health services as determined by the state government for the Flinders and Upper North region.

The Flinders and Upper North LHN Governing Board is responsible for the overall governance and oversight of local service delivery by the LHN, including governance of performance and budget achievement, clinical governance, safety and quality, risk management and fulfillment of the Governing Board functions and responsibilities. The Governing Board is responsible and accountable to the Minister for Health and Wellbeing.

The Flinders and Upper North Local Health Network provides care for around 45,000 people living north from the Spencer Gulf to the Northern Territory, including the communities of Hawker, Leigh Creek, Port Augusta, Roxby Downs, Quorn and Whyalla. The Flinders and Upper North Local Health Network is one of ten Local Health Networks including six across country South Australia. The LHN covers an area of 540,190 square kilometres.



Our Services

Growing our services closer to home

63 improvements have been recorded in SLS, an increase of 33 since the last report. The improvements documented between July 2021 and June 2022 include the following:

- Review of discharge information and consumer resources following ENT surgery, including staff education
- Plan to upskill midwives to undertake preliminary baby checks prior to patient discharge to eliminate the need for these to be undertaken by a doctor
- Delivering services tailored specifically to the needs of local Aboriginal and Torres Strait Islander communities, such as the Aboriginal Family Birthing Program, Aboriginal Patient Pathways Officer and Aboriginal Liaison Officer
- Installation of more seating around hospital grounds
- Improved parking and signage, particularly for drive through COVID-19 clinics
- Communication to the public around COVID-19 planning and access to testing/vaccination clinic locations
- Introduction of environmentally friendly products in hospital kiosks





- EEG appointments increased to reduce consumer wait times
- Hospital meal menus reviewed to include vegan choices
- Baby change facilities installed on ground floor of Whyalla Hospital (near Dr Jones & Partners/Orthotics departments)
- Home Assist staff now setting reminders to track home modification job requests
- Expanding the Digital Telehealth Network.

Our Staff and Our Network

- Meeting targets for safety and quality performance indicators hospital acquired complication rates, hand hygiene compliance rate and potentially preventable admissions.
- Successful accreditation achieved against the National Safety and Quality Health Service Standards for all health services within the Flinders and Upper North Local Health Network until August 2024.
- Successful accreditation achieved against the National Disability Insurance Scheme Practice Standards until October 2022.
- Successful accreditation achieved against the Australian General Practice Accreditation Limited for the Hawker Medical Centre, to May 2025.
- Continuing to deliver community, in home and residential services within the Country Health Connect Brand. Increasing the number clients provided with a service in areas such as the National Disability Insurance Scheme and Home Care Packages.
- FUNLHN Governing Board held 8 Governing Board meetings between July 2021 – June 2022. Mark Whitfield, Garnett Brady, Karyn Reid, Geri Malone, Suzy Graham and John Lynch attended all scheduled meetings. Shamus Cogan attended 2 scheduled meetings, due to commencement on the Board not being until February 2022.





Our Partnerships

- All our health units are supported by the South Australian Virtual Emergency Service (SAVES), ensuring rural GPs and nurses have access to remote medical support overnight when required.
- Our health units have access to high-quality specialist advice via the Digital Telehealth Network, including through the MedSTAR emergency medical retrieval service.
- Statewide tele-rehabilitation services are delivered to people in their own homes via iPad or computer.
- Clients with chronic conditions were supported through the My Health Point of Care Innovative Technologies Trial (PoCiTT) home monitoring program.
- The Aged Care Assessment Program ensured that older people could gain timely access to residential care, home packages and transitional care packages.
- MedStar neonatal/Paediatric consult service.

Flinders and Upper North Local Health Network
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Health

Flinders and Upper North
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