



Mr Gerard Hayes
Secretary
Health Services Union
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SYDNEY NSW 2000
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Dear Mr Hayes

I am writing to advise you of proposed changes to the Clinical Governance Unit within the South Western Sydney Local Health District (SWSLHD) which has the potential to directly affect your members.

Clinical Governance ensures that the community and health service organisations can be confident that systems are in place to continuously improve services that deliver safe and high quality health care. SWSLHD is committed to patient safety and quality.

Existing structures and processes including accreditation, incident management and complaint management are well managed by the District Clinical Governance Unit in SWSLHD. However, there is a need to expand to ensure that quality improvement science and patient experience are given equal attention. Stronger partnerships need to be in place between the facilities and Clinical Governance facilities to enable improvement work to be facilitated and the patient experience to be enhanced.

To enable the shift from compliance to improvement and complaint management to enhancing patient experience, the following changes and additions are proposed:

- **Patient Experience Manager Health Manager Level 4 (HM4)** – This is a revised position description of the Senior Designated Complaints Manager HM4. The key accountabilities will shift to a focus on improvement work. This will include the addition of line management of the new Patient Experience Officer (HM1) position. The grading of this position will remain unchanged.
- **Patient Experience Officer HM1** - This new position has been created to perform administrative functions of complaints management, coronial matters, support the facilities and participate in patient experience quality improvement projects across the District. This position will report to the Patient Experience Manager.
- **Patient Safety Manager Nurse Manager Grade 3 and HM3** - This is a realignment and regrading of the Clinical Practice Manager, Clinical Nurse Consultant Grade 3. This position will provide more flexibility in oversight of the CEC programs and assisting in serious adverse event reviews. This position will be dual graded.
- **Quality Improvement Manager HM4** - This is a revised position description of the Quality Manager HM4. The key accountabilities will shift to a focus on improvement work. This will include the addition of line management of the Quality Improvement Officer HM2 and the new Improvement Facilitator HM3 positions. The grading of this position will remain unchanged.

South Western Sydney Local Health District acknowledges the traditional owners of the land.

South Western Sydney Local Health District
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- **Improvement Facilitator HM 3** - This new position has been created to lead the safety and quality succession development program and improvement science training. The position will sit in the Centre for Education and Workforce Development (CEWD) and be line managed by the Quality Improvement Manager. This position will be the conduit to improvement science training in all professions. It will lead and/or assist with District quality improvement projects that include staff, consumers, patients and families, which will aim to improve patient outcomes (health) and better system performance.
- **Clinical Data Manager HM3** - This new position will develop and maintain a quality and safety dashboard, as identified as a key request from Nursing Unit Managers through TYE. The position will ensure there is availability of data and information to support quality improvement across the organisation. This position will report to the Clinical Incident and Information manager HM4.
- **The Quality Improvement Officer HM2** – This position will have a change in reporting line to the Quality Improvement Manager HM4.
- **Deputy Director Clinical Governance HM5** – This position will include the addition of line management responsibility of four staff.
- **Clinical Incident and Information Manager HM4** – This position will include the addition of line management responsibility of the Clinical Data Manager HM3.

To ensure the proposed changes have the input of employees, consultation is being planned. In line with the consultative provisions of the Health Employees Conditions of Employment (State) Award and the Public Health System Nurses' and Midwives' (State) Award, I am writing to invite you to attend a meeting with employees to discuss the proposed changes on 12 May 2022 at 10am (Microsoft Teams jointeams@conference.meet.health.nsw.gov.au Meeting ID: 132 262 506 7), and to provide any comments regarding the proposed changes, within two weeks from the date of this meeting.

Alternatively I would be happy to meet to discuss this matter further with your representatives prior to this meeting.

If you would like to discuss the proposed changes further please do not hesitate to contact me by email Brenda.gillard@health.nsw.gov.au or by 0409914346

Yours sincerely



Brenda Gillard
 Director Clinical Governance
 SWSLHD

Date: 02.05.2022

Encl. Current and Proposed Organisational Charts
 Draft Position Descriptions for the Clinical Governance Unit