



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),
Dr Marisa Paterson MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by **MS LEANNE CASTLEY MLA** on 23 August 2022: MINISTER STEPHEN-SMITH took on notice the following question(s):

Ref: Hansard Transcript 23 August PAGE 93-94

In relation to:

CHS Culture Survey - when the Minister was first made aware of the Culture Survey results that the staff were concerned of the ability to escalate a deteriorating patient, in particular that ICU staff responses ranked CHS in the bottom 10% compared to other Health Facilities

MINISTER STEPHEN-SMITH: The answer to the Member's question is as follows: –

I was provided a brief of the organisation's overall results from the 2021 Canberra Health Services (CHS) Workplace Culture Survey on 23 December 2021. That brief provided the organisation level results for the consumer safety questions rather than specific question level data relating to ICU or any other units of operation.

The brief indicated that analysis of the results would occur in January and February 2022 and would identify the work units whose organisational culture has been poor over a sustained period and/or significantly declined since 2019 to implement focussed cultural interventions.

Analysis of the results is complete, and work is well underway with the identified units. This includes targeted interventions for their specific areas of improvement. As part of the weekly brief dated 13 January 2022, I was informed that the Organisational and Divisional level 'At-a-Glance' reports were to be published on the HealthHub at the end of January 2022. These have been published on the HealthHub and remain available to staff.

In the Culture Reform Oversight Group, which I Chair, areas that require additional support are discussed, with the Chief Executive Officer (CEO) of Canberra Health Services, Director-General ACT Health Directorate and Regional CEO of Calvary Health Care ACT providing updates on the work in their organisations. As part of the work of the Culture Review Implementation program both CHS and Calvary Public Hospital Bruce have implemented the Speaking Up for Safety Program to empower staff to speak up and escalate safety concerns within their areas, training for this program continues at both organisations.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature:

A handwritten signature in blue ink, appearing to be 'R. Stephen-Smith', written in a cursive style.

Date:

6/9/22

By the Minister for Health, Rachel Stephen-Smith MLA