



NMHS Board Communiqué

June 2024

This communiqué highlights key discussions and considerations of the NMHS Board meeting held on Friday, 7 June 2024 at Sir Charles Gairdner Hospital in the Noongar Season of Makuru.



Makuru is the coldest and wettest time of the year, with rain, storms and long nights.

Board members present

Clin Prof David Forbes AM, Board Chair
Jahna Cedar OAM
Assoc Prof Mathew Coleman
Angela Edwards
Tony Evans
Adj Assoc Prof Karen Gullick
Angela Komninos
Assoc Prof Lewis MacKinnon
Rebecca Strom, Deputy Board Chair
Steve Toutountzis

Approvals and endorsements

- Board Risk Appetite Statement
- NMHS Internal Audit Plan 2024/25

Events and achievements

- Health Roundtable Innovation Showcase winners: The HEART Program, and Business Information and Clinical Analytics
- Health Service Management Leadership Rising Star award recipient – Annie Thompson, Area Director Nursing and Midwifery

Welcome

We welcomed the new Executive Director of the Women and Newborn Health Service, Mr Jeffrey Williams.

Our Community and Our People: embedding our values

Reflections on consumer feedback, as they relate to NMHS's values, are a monthly focus for the Board. The stories offer valuable insights to help us understand the needs and concerns of our community and provide learning opportunities to improve and deliver excellent health care.

This month we heard about challenges faced by a patient who was placed in contact isolation following brain surgery. The Board reflected on the need for greater empathy and kindness when communicating with patients who may have cognitive impairments, as well as potential problems when providing care and supporting recovery.

Separately, the Board acknowledged positive feedback about person-centred care provided by the WARD 4 clinical teams at Osborne Park Hospital.

Presentations to the Board

The Board received a briefing from the Area Director Business Information and Performance and Executive Director Consumer Experience and Clinical Excellence on the NMHS's performance across the Health Service Performance Report's suite of indicators. The in-depth review considered indicators that are persistently challenging for the NMHS and explored drivers and enablers that influence performance outcomes, as well as various quality improvement initiatives to optimise healthcare delivery and patient experience.

Board Chair and Chief Executive update

Our updates and considerations focussed on review of current issues and reports.

Board Chair

Discussions and reflections included:

- Acknowledgement of the invaluable contribution by outgoing Board member Mr Steve Toutountzis
- Revision of the Board's Code of Conduct
- Recognition of local and national awards and the outstanding work and achievements by NMHS healthcare professionals
- Reflections on the term as Board Chair, its opportunities, and challenges
- April Health Service Performance Report



Visits and engagement

- Ward C 14
- Cardiology, including Cath Labs and recovery area



2024 Western Australia Nursing and Midwifery Excellence in Service Award winners
(L-R): Melissa Lynch, Sue Morey and Tasmin Davis



NMHS's first Aboriginal Health Practitioner, Hayley Nelson (R) who is working in the Sir Charles Gairdner Hospital Emergency Department supporting culturally appropriate care for Aboriginal people



Clinical Professor David Forbes AM
BOARD CHAIR, NMHS

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 [Our Board and communiques](#)

 [Minister for Health's Statement of Expectations](#)

[NMHS's Statement of Intent](#)

Next Board meeting

Friday, 5 July 2024
Joondalup Health Campus
Joondalup

Chief Executive

This month's report included updates on:

- Appointment of the new Acting Chief Executive Mr Robert Pulsford
- Activity and performance, including initiatives to address continuing high demand for Emergency Department, outpatient and renal dialysis services
- NMHS being the employer of choice, for the second year in a row, for junior medical staff in the AMA Hospital Health Check Survey
- Engagement activities with local, State, and national representatives as well as sites and services
- Highlights, risks, and areas of focus from each of the operational areas

Board Committee updates

The minutes and a précis from each of our Board Committee meetings were provided by the respective Chairs.

Audit and Risk Committee

The Committee received a briefing from the Office of the Auditor General prior to the start of the annual external financial audit. The Committee was also provided with an update on fire and emergency preparedness for the Queen Elizabeth II Medical Centre Campus and measures to reduce risk.

In addition, reports were tabled on legislative and regulatory compliance obligations, as well as the progress of internal and external audits.

Finance Committee

The Committee received a presentation from the Women and Newborn Health Service about its performance and activity, as well as an update on progress of the NMHS Business Improvement Strategy initiatives.

The Committee considered reports on performance, activity, budget and staffing trends, including strategies to ensure financial sustainability. In addition, the status of priority procurements and contracts, and major capital works across the NMHS were reviewed.

People, Engagement and Culture Committee

No meeting held in May.

Safety, Quality and Consumer Engagement Committee

The Committee heard from the Renal Medicine and Dialysis team, which provided an overview of the service with a focus on safety and quality.

The Committee discussed several continuous improvement initiatives, including predictive analytics, to drive better health outcomes for patients.

The monthly consumer experience, safety and quality performance and trends, with focus on activities to improve patient safety, were also reviewed.