



NMHS Board Communiqué

September 2024

This communiqué highlights key discussions and considerations of the NMHS Board meeting held on Friday, 6 September 2024 at Osborne Park Hospital, Stirling in the Noongar Season of Djilba.



Djilba is a transitional time of the year, with some very cold and clear days combining with warmer, rainy and windy days mixing with the occasional sunny day or two.

Board members present

Rebecca Strom, Board Chair
Jahna Cedar OAM
Assoc Prof Mathew Coleman
Tony Evans
Renaë Farmer
Adj Assoc Prof Karen Gullick

Approvals and endorsements

- NMHS Annual Report 2024
- Australian Health Service Safety and Quality Accreditation Scheme Annual Governing Body Attestation Statements
- Board Safety, Quality and Consumer Engagement Committee Terms of reference

Visits and engagement

- Osborne Park Hospital Stroke Rehabilitation Ward
- Osborne Park Hospital Geriatric Acute Rehabilitation Medicine
- Sir Charles Gairdner Hospital Perioperative Services (theatres)

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 a consumer experience in the Emergency Department, which highlighted the benefits of responding to problems quickly and importance of a healthy workplace culture to support effective complaints handling and resolution.

Separately, the Board acknowledged the high-quality care provided by the Orthopaedic and Allied Health teams to a patient who underwent hip replacement surgery.

Presentations to the Board

The Board received a briefing from Health Support Services, discussing optimisation of information communications and technology operating models to improve the speed and quality of service delivery. In addition, solutions to address the constantly evolving cyber security landscape to ensure compliance with legislative and regulatory requirements were discussed. There were also progress updates on the Critical Health ICT Infrastructure and HealthNext Programs, which will contemporise network infrastructure and digital technology to enhance patient outcomes.

The Board also welcomed members from the WA Country Health Service (WACHS) Aboriginal Mental Health team to hear about an innovative tool to support culturally sensitive and responsive care for Aboriginal people with mental illness and, the WACHS Cultural Governance Framework. The Board learned the Framework, which complements corporate and clinical health governance, recognises the importance of considering emotional, social, and cultural wellbeing of Aboriginal people when designing and providing healthcare services to deliver sustainable improvements in outcomes for Aboriginal people.

Board Chair and Chief Executive update

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

Board Chair

Discussions and reflections included:

- Appointments to Board Committees
- The Ministerial Taskforce on Ambulance Ramping
- Legislative reform concerning WA Privacy and Responsible Information-Sharing (PRIS)

Chief Executive



Rebecca Strom
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, 4 October 2024
King Edward Memorial Hospital, Subiaco

This month's report included updates on:

- Initiatives to manage continued growth in emergency department demand
- Launch of the staff engagement survey
- Short Notice Accreditation Assessment against the National Safety and Quality Health Service Standards by the Women and Newborn Health Service
- July Health Service Performance Report
- Highlights, risks, and areas of focus from each of the operational areas

Board Committee updates

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

Audit and Risk Committee

No meeting held in August.

Finance Committee

The Committee received a presentation from the Insurance Commission of WA concerning Directors and Officers liability insurance to which all Board members were invited.

In addition, reports and discussions focussed on performance, activity, budget and staffing trends, including strategies to ensure financial sustainability.

People, Engagement and Culture Committee

The focus area for August was Aboriginal employment.

The Committee received a presentation about activities to proactively manage talent acquisition and career development opportunities for Aboriginal people. In addition, there was a progress update on operational workforce engagement initiatives, as well innovation across the organisation.

Performance and compliance reports for work health and safety, staff wellbeing, and industrial matters were also considered.

Safety, Quality and Consumer Engagement Committee

The Committee received an informative presentation from the WA Women and Newborn Drug and Alcohol Service, and a safety and quality update by the Women and Newborn Health Service.

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