



# NMHS Board Communiqué

*Providing excellent and compassionate care*

## March 2025

*This communiqué highlights key discussions and considerations of the NMHS Board meeting held on Friday, 7 March 2025 at Dental Services, Salter Point, in the Noongar Season of Bunuru.*



*Bunuru (second summer / Season of Adolescence) is the hottest time of the year in Noongar boodja (land/country) with little to no rain, a glorious abundance of sunlight and exceptional heat.*

### Board members present

Adj Assoc Prof Karen Gullick, Board Chair  
Rebecca Strom, Deputy Board Chair  
Assoc Prof Mathew Coleman  
Anthony Evans  
Renaë Farmer  
Angela Komninos  
Assoc Prof Lewis MacKinnon  
Dr Ian Rogers

### Apologies

Mrs Jahna Cedar OAM

### Events and achievements

- Sir Charles Gairdner Osborne Park Health Care Group Nursing Philosophy 2025 to 2029

### Visits and engagement

- Special needs Dental Clinic

## 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 of our community and provide learning opportunities to make our services better and safer, to deliver excellent health care.

This month the Board heard from a consumer who was dissatisfied with care received at a regional dental health service. The Board reflected on the importance of effective communication and its role in supporting shared decision-making and improving patient satisfaction and outcomes.

In addition, the Board recognised the compliment about a Cockburn Dental Clinic staff member who was able to reassure a distressed client using empathic and respectful communication.

## Presentations to the Board

The Board welcomed the East Metropolitan Health Service Area Director of Community and Virtual Care Innovation who leads a team that's developing digital solutions to transform healthcare delivery and improve patient experience through emerging technologies and tools. The work has seen the introduction of real-time remote monitoring, integrated with artificial intelligence, to support the care of very unwell patients in hospital, the first service of its kind in Western Australia. In addition, trials are underway in residential aged care homes and mental health facilities using smart wireless and wearable sensors.

The Board also received a progress update from the Strategy and Transformation team on the work underway to transform service delivery and access to outpatient care in response to growing demand and contemporary service delivery models.

In addition, the Office of Director of Clinical Services presented on the current state of research and plans to develop a research and innovation strategy that will ensure the organisation is better positioned to respond to emerging and future healthcare challenges.

## Board Chair and Chief Executive update

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

### Board Chair

Discussions and reflections included:

- Ambulance Ramping Taskforce update
- External evaluation of Board governance effectiveness





Office of Digital Government joint NMHS Board and Executive cyber security and resilience simulation workshop



Adj Assoc Prof Karen Gullick  
**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 April 2025

King Edward Memorial Hospital  
Women and Newborn Health Service,  
Subiaco

- February Health Service Performance Report
- Launch of the Sir Charles Gairdner Osborne Park Health Care Group Nursing Philosophy 2025 to 2029

### Chief Executive

This month's report included updates on:

- State Government announcements concerning the WA Comprehensive Cancer Centre, and investment in the QEII Medical Centre as a health and biomedical precinct
- WA health system priorities
- Operational performance
- Progress of major capital infrastructure projects
- 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 February.

#### Finance Committee

The Committee received an informative session on the data the organisation is required to collect and submit to the Commonwealth on the various kinds of patient services (inpatient, outpatient, emergency, mental health) we provide and how it links to funding.

Reports and discussions focussed on performance, activity, budget and staffing trends, including strategies to ensure financial sustainability were considered.

#### People, Engagement and Culture Committee

This month's focus was Innovation.

The Committee received a briefing from Sir Charles Gairdner Osborne Park Health Care Group, and Nursing and Midwifery Services about culture and engagement activities underway across the services. In addition, the progress of initiatives to transform the organisation and make 'NMHS the best place to work' were outlined.

Performance and compliance reports for work health and safety, staff wellbeing, as well as operational matters were also reviewed.

#### Safety, Quality and Consumer Engagement Committee

The Committee welcomed clinicians from the Medical Assessment Unit who provided an overview of the service with focus on safety and quality.

The Committee also reviewed the organisation's healthcare performance in several recently published internal and external reports, and discussed accreditation of clinical services against the Australian Commission on Safety and Quality in Health Care Standards.

The monthly consumer experience, safety and quality performance and trends were reviewed, with focus on activities related to continuous improvement, quality assurance and embedding a safety culture.