



NMHS Board Communiqué

November 2023

This communiqué highlights key discussions and considerations from the NMHS Board meeting held on Friday, 10 November 2023 at Sir Charles Gairdner Hospital in the Noongar Season of Kambarang.



Kambarang brings longer and warmer days and decreasing rain. It is wildflower season with an abundance of colours and flowers in bloom.

Board Members present

Clin Prof David Forbes AM, Board Chair
Ms Rebecca Strom, Deputy Board Chair
Mrs Jahna Cedar OAM
Ms Angela Edwards
Mr Tony Evans
Ms Karen Gullick
Assoc Prof Lewis MacKinnon
Prof Emer Paul Norman AM
Mr Steve Toutountzis

Events and achievements

- Healthcare Financial Management Association Health Finance Awards (HFMA) – NMHS Revenue Team
- Australian Healthcare and Hospitals Association Value-Based Health Care Transformation Award - West Australian Eating Disorders Specialist Services (WAEDSS) Collaborative Model
- Public launch of the NMHS Partnership Model

Our Community and Our People: embedding our values

Reflections on consumer and staff feedback are a monthly focus for the Board, in addition to reflecting on NMHS's values. The stories offer valuable insights to help us understand the needs of consumers and their concerns, providing learning opportunities to improve and deliver excellent health care.

The Board considered stories from consumers who shared their experience of care by Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG) recognising the importance of adopting a systems and processes approach and culture of improvement in communications with consumers. The Board also acknowledged the dedication and compassion of the Renal Transplant staff in providing personalised care and support to a patient and their family.

Presentations to the Board

The Board welcomed the Executive Director State Health Operations who provided an overview of the State Health Operations Centre (SHOC), which has been established to centrally monitor and coordinate emergency care across the WA health system. The Board learned about the major initiatives being introduced to address ambulance ramping and improve patient flow.

In addition, the Board received an update from the Clinical lead and Executive Director SCGOPHCG on the Emergency Care Navigation Centre (ECNC), located in the Emergency Department of Sir Charles Gairdner Hospital. The ECNC, which complements the SHOC initiatives, helps to increase the efficiency of the Emergency Department and improve the experience and treatment times of walk-in patients. The Board was pleased to learn the ECNC is already showing benefits, particularly for members of our older adult community.

The Board also had the opportunity to personally congratulate recipients of the 2023 WA Nursing and Midwifery Excellence awards.

Board Chair and Chief Executive update

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

Board Chair

Discussions and reflections included:

- Establishment and role of the WA health System Risk and Assurance function



Board endorsements

- NMHS Statement of Intent 2023/24 quarter 1 report

Visits and engagement

- Cancer, Imaging and Clinical Services Division, SCGOPHCG
 - Radiation Oncology
 - Renal Medicine and Dialysis



Clinical Professor David Forbes AM

BOARD CHAIR, NMHS

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Next Board meeting

Friday, 8 December 2023

King Edward Memorial Hospital
Subiaco



L-R: Ross Sinclair, President HFMA; Emma-Jane Letich, Manager, NMHS Revenue and Accounts Receivable and HFMA corporate sponsor at the National Healthcare Financial Management Association (HFMA) Health Finance Awards.

- New WA health system mandatory Work health and safety Policy Framework
- October Health Service Performance Report

Chief Executive

This month's report included updates on:

- System priorities and budget submissions for 2023/24
- Activity and demand
- Public launch of the NMHS Partnership Model
- Highlights, risks, and areas of focus from each of the operational areas.

Board Committee updates

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

Audit and Risk Committee

No meeting held in November.

Finance Committee

The Committee received an update on performance and activity by the Women and Newborn Health Service (WNHS), as well as progress of major infrastructure and capital projects being delivered across the NMHS.

The Committee formally acknowledged leadership of the Chief Finance Officer and innovative business improvement practices by the Revenue and Accounts Receivable Team, which culminated in recognition at the 2023 National Healthcare Financial Management Association Health Finance Awards.

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 October meeting placed a focus on work, health, and safety. The Committee received a presentation on engagement, culture and wellbeing activities from the WNHS, and learned about a promising leadership program for senior medical staff at SCGH. It also received an update on initiatives to make NMHS the Best Place to Work and implementation of the new enterprise human resources management system.

Reports about work health and safety compliance, industrial matters, the status of internal audits and strategic risks were also reviewed.

Safety, Quality and Consumer Engagement Committee

The Committee heard from the SCGH Consultant Liaison Psychiatry, which delivers care for patients with mental health conditions who are medically unwell in partnership with hospital-based medical and surgical teams. In addition, members briefly learned about their consumer engagement initiatives, which have led to a nationally recognised contemporary model of care for people with an eating disorder.

Public Health's success in receiving full accreditation against the Australian Commission on Safety and Quality Primary and Community Healthcare standards, was recognised.

Safety and quality performance reports, including clinical incidents and consumer experience were also considered.