



# Health Support Services Board

# Communiqué

## October 2024 Meeting

### Key Discussion

At the October 2024 HSS Board meeting we welcomed the head of the Healthcare Quality Intelligence Unit at Department of Health, Richard Gillett, and the Principal Data Scientist, Dr Andrew Johnson, who gave an informative presentation on the Making Data Count program. Developed by the UK National Health Service, this analytical technique uses a statistical process control (SPC) to plot data over time. SPC empowers users to transform raw numbers into actionable insights, making quality improvement efforts more precise and impactful. A state-wide pilot is underway, with Health Service Providers testing this technique across a sample selection of Board reports.

Key discussions at this month's meeting included important updates from the Human Resource Management Information System (HRMIS) program, HSS' financial and operational performance for August 2024, HSS' strategic ICT initiatives and operational improvements, and the HSS Program Delivery portfolio.

### Chief Executive's Update

The Chief Executive provided an update on the key achievements across HSS in September 2024, including:

- HSS Service Level Agreements (SLA) performance continues to progress well with 30 of 34 KPIs achieved in August 2024, a result of 88% against a target of 80%.
- HSS has received seven signed SLAs from our customers, with one further SLA expected to be signed imminently.
- On 6 September 2024, the Chief Executive and the Chief Information Officer HSS attended the North Metropolitan Health Service (NMHS) Board meeting.

- The essential Digital Medical Record (DMR) upgrade was completed successfully as planned on 14 September 2024. Following the upgrade, the program will continue to deploy the DMR to remaining sites.

## Board Reports and Papers

The Board received the following reports and papers for discussion and/or noting:

- Chief Executive's Report
- A/Chief Financial Officer's Report
- Chief Information Officer's Report
- DMR/EMR Report
- Program Delivery Report
- Board Administration Report

## Attendance

Ms Margaret Pyrchla (Board Chair)	Ms Cheryl Chan	Dr Paul Boyatzis
Ms Amanda McKnight	Ms Yaso Ponnuthurai	Dr Rowan Ellis

## Apologies

Dr Con Phatouros (Deputy Chair)	Mr Giles Nunis	Mr Peter Mott
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## Standing Executive Invitees

Mr Robert Toms, Chief Executive  
 Ms Alison Mann, Director, Office of the Chief Executive  
 Ms Carrie Wilson, A/Chief Financial Officer  
 Mr Jonathan Smith, Chief Information Officer  
 Mr Mark Thompson, Chief Procurement Officer  
 Ms Julie Mount, A/Executive Director, Program Delivery  
 Ms Judith Stewart, Executive Director, EMR  
 Mr Ralph Bates, Executive Director, HRMIS  
 Ms Siobhán Mulvey, Executive Director, Workforce and Organisational Development  
 Mrs Emily Pestell, Executive Director, HRMIS HSS Readiness  
 Mr Chad Martino, A/Executive Director, Transformation and Strategy  
 Ms Carolyn Peel, A/Executive Director, Customer Experience

## Next Meeting

The next meeting will be held on 7 November 2024 at 140 William Street, Perth WA 6000.

Ms Margaret Pyrchla  
**Chair, Health Support Services Board**