



Health Support Services Board

Communiqué

November 2024 Meeting

Key Discussion

At the November 2024 HSS Board meeting we welcomed the East Metropolitan Health Service (EMHS) Board Chair, Ms Pia Turcinov AM, and Chief Executive, Dr Lesley Bennett. Topics for discussion included cyber security, artificial intelligence, ICT infrastructure, and Community Virtual Healthcare. Ms Turcinov and Dr Bennett also spoke about the key challenges facing EMHS, including homelessness, aged care and an aging population, mental health, increasing trauma cases, and aging infrastructure. The HSS Board welcomes these engagement opportunities to collaborate and have open discussions on issues that affect all Health Service Providers, and to help us achieve our purpose of supporting our customers to provide excellent health care.

Other key discussions at this month's meeting included important updates from the Human Resource Management Information System (HRMIS) program, strategic ICT initiatives and operational improvements, and the HSS Program Delivery portfolio. as well as the report from the Finance, Risk and Audit Committee meeting held in October 2024.

Chief Executive's Update

The Chief Executive provided an update on the key achievements and issues across HSS in October 2024. These included:

- HSS Service Level Agreements (SLA) performance continues to progress well with 28 of 34 KPIs achieved in August 2024, a result of 82% against a target of 80%.
- On 7 November 2024 I attended the Child and Adolescent Health Service (CAHS) Board meeting with the HSS Chief Executive and Chief Information Officer.
- Following completion of the essential Digital Medical Records (DMR) system upgrade on 14 September 2024, HSS will support rollouts with agreed services for the next DMR deployments. The system is performing well, and technical

analysis is being undertaken to understand any risk remaining with performance of the solution as it rolls out.

- HSS is providing input into the planning for Electronic Medical Record (EMR) preparation and procurement activities through the development of the Program Definition Plan (PDP) which will be completed by early November 2024. The HSS procurement and contracting team have also supported the program with key industry early market engagement events. These have been very successful and have resulted in positive industry feedback.

Board Reports and Papers

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

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

Attendance

Ms Margaret Pyrchla (Board Chair)	Ms Cheryl Chan	Mr Peter Mott
Dr Con Phatouros (Deputy Chair)	Ms Yaso Ponnuthurai	Dr Rowan Ellis
Ms Amanda McKnight	Dr Paul Boyatzis	Mr Giles Nunis

Apologies

Nil.

Standing Executive Invitees

Mr Robert Toms, Chief Executive
Ms Alison Mann, Director, Office of the Chief Executive
Ms Carolyn Peel, A/Executive Director, Customer Experience
Mr Sash Tomson, 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

Next Meeting

The next meeting will be held on 5 December 2024 at 140 William Street, Perth WA 6000.

Ms Margaret Pyrchla
Chair, Health Support Services Board