

# HSS Board

# COMMUNIQUÉ

## April 2021 Meeting

This communiqué highlights key discussions from the Health Support Services (HSS) Board meeting held on 1 April 2021.

### Key Discussion

Members of the HSS Executive attended the meeting to report on the major programs of work being delivered across the organisation. The Board discussed the Voluntary Assisted Dying (VAD) solution, HRMIS, EMR, and the COVID-19 rapid response and vaccination program.

The Manager, Audit and Director, Service Operations provided an update on the completion of the Office of the Auditor General (OAG) General Computer Controls (GCC) audit. This was followed by discussion about the approach and current status of the customer and employee engagement process currently being undertaken to help inform HSS' new Strategic Plan 2021-2024. The Board commented on the invaluable insights that are being captured through the engagement of customers to date, and the positive feedback that has been received about having Board members observe the interviews.

### Chief Executive's Update

During March 2021, a key priority has been supporting the WA Health Vaccine Program which has so far established over 26 clinics, administering both Pfizer and Astra Zeneca vaccines to approximately 40,000 people in the 1A and 1B population. HSS has also supported the COVID-19 rapid response through:

- Equipment being rapidly deployed to support the establishment of vaccination clinics both in metropolitan and regional areas
- A second phase of the State Health Quarantine application has begun to include additional data capture surrounding hotel workers
- HSS continues to work with PHEOC to prepare for future surges with a current focus on their phase 4 and 5 responses and working from home preparedness.

HSS continues to deliver the software solution to support the VAD Legislation which comes into effect 1 July 2021. The project has successfully reached the Technical Release milestone on schedule (25 March 2021). This means the system is available and in a stable state that could be rolled out and used. There are some minor changes and fixes planned prior to the key release dates of 22 April 2021 for Practitioner Registration and 1 July 2021 for General Release.

HSS have continued to progress the major program delivery of MIRP, HealthNext, and HRIMS.

To help validate HSS' 'current state' and inform our future direction and priorities, the HSS / KPMG Strategy Team is currently undertaking the customer and employee engagement phase of the strategic planning process. This engagement process is scheduled to run from early March 2021 to early April 2021. Majority of customers and employees engaged to date have demonstrated a significant willingness and appreciation for being asked to contribute to our strategic planning process.

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HSS Service Level Agreement (SLA) performance was 76 percent against a target of 80 percent, with 26 of 34 Key Performance Indicators (KPIs) achieved. Six red KPI's were recorded this month.

### Key Decisions

The Board approved the following:

- The HSS Board Evaluation Report which provides the data and findings from the first internal Board review and evaluation conducted in February 2021.

### Board Reports and Papers noted

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

- OAG General Computer Controls Completion Update
- Voluntary Assisted Dying
- HSS Strategic Planning Update
- HealthNext Program Status Update
- People and Performance Committee Report
- Board Administration Report

### Attendance

Mr Michael Walsh (Chair)

Ms Margaret Pырchla (Deputy Chair)

Ms Cheryl Chan

Dr Rowan Ellis

Mr Jonathan Ford

Ms Diana Forsyth

Ms Amanda McKnight

Dr Con Phatouros

Ms Yaso Ponnuthurai

### Apologies

Dr Paul Boyatzis

### Standing Executive Invitees

Mr Robert Toms, Chief Executive

Mr Sash Tomson, Chief Financial Officer

Ms Carolyn Peel, A/Executive Director, Customer Experience

Ms Alison Mann, A/Director, Office of the Chief Executive

### Next Meeting

The next meeting will be held on 6 May 2021 at 140 William Street, Perth WA 6000.

Mr Michael Walsh

**Chair, Health Support Services Board**