

HSS Board

COMMUNIQUÉ

September 2021 Meeting

This communiqué highlights key discussions from the Health Support Services (HSS) Board meeting held on 2 September 2021.

Key Discussion

Following an extensive stakeholder engagement process, and several workshops with Board, Executive, and the Extended Leadership Team, the HSS Strategic Plan 2022-2024 was approved by the Board at the September Board meeting.

Members of the HSS Executive attended the meeting to provide updates on the major programs being delivered across the organisation, including the Human Resource Management Information System (HRMIS), HealthNext, Medical Imaging Replacement Program (MIRP) and, COVID-19 initiatives and VaccinateWA.

Chief Executive's Update

The Minister for Health's *Your Voice in Health* engagement survey results were released to the general public on Thursday 26 August 2021. Further planning work has been conducted by members of the Executive and Senior Leadership Team to inform the actions that need to be taken in response to this year's survey.

The Auditor General publicly released the SafeWA Application Audit on Monday 2 August 2021. This included a series of recommendations for HSS which have either been completed or are in the process of being addressed.

The HealthNext Program has now completed the transition of all applications from the Fujitsu data centres to the new ATOS data centres. HSS has issued the termination notice on the Fujitsu contract (including the early termination of the Murray Street data centre previously discussed with Board). Decommissioning and disconnection of the Fujitsu data centres is expected to be completed by end of September 2021.

The latest Customer Satisfaction Report (CSAT) was positive. Performance in the fourth quarter resulted in a CSAT result of 72 percent, representing an 8 percent improvement on third quarter performance.

Key Decisions

At the recommendation of the Finance, Risk and Audit Committee, the Board approved the:

- The Finance, Risk and Audit Committee Terms of Reference
- The Inventory Cycle Count Write-offs 2020-21
- The Audited Annual Financial Statements
- The Key Performance Indicator's Report.

Board Reports and Papers noted

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

- Chief Executive's Report
- Chief Financial Officer's Report

HSS Board

COMMUNIQUÉ

September 2021 Meeting

- Performance Report
- Chief Information Officer's Report
- Program Delivery (HRMIS, HealthNext, MIRP) – Portfolio Dashboard & Program Updates
- Finance, Risk and Audit Committee Report
- Strategic Risk Management – Availability and performance of critical clinical and corporate applications
- Board Administration Report

Attendance

Mr Michael Walsh (Chair) (via Teams)

Ms Margaret Pырchla (Deputy Chair) (via Teams)

Mr Jonathan Ford

Ms Yaso Ponnuthurai (via Teams)

Dr Rowan Ellis

Ms Diana Forsyth

Ms Amanda McKnight

Dr Paul Boyatzis

Dr Con Phatouros

Ms Cheryl Chan

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 7 October 2021 at 140 William Street, Perth WA 6000.

Mr Michael Walsh

Chair, Health Support Services Board