

The latest news, views, and announcements

INSIDE

This communique highlights key discussions and considerations of the EMHS Board meeting held on Tuesday 26 March 2024 at the EMHS Chief Executive Office

Board Members Present

Ms Pia Turcinov AM, Board Chair
Dr Denise Glennon, Deputy Board Chair
Mr Peter Forbes
Mr Ross Keesing
Ms Tracey Moroney
Ms Vanessa Elliott
Dr Steve Patchett
Dr Paddy Ramanathan
Ms Elizabeth Koff

Board Leader Rounding

RPH Kitchen, Ward 6A and Outpatients – Pia Turcinov, Peter Forbes and Tracey Moroney attended.



Board Chair – Ms Pia Turcinov

Ms Turcinov provided an update on discussions held at the Ambulance Ramping Taskforce Meeting. A presentation was provided to the attendees regarding the St John Ambulance Dashboard, which provides real-time updates on metrics, such as, emergency calls and resource allocation.

Ms Turcinov also acknowledged that the Australian Commissions on Safety and Quality in Health Care has nominated EMHS as a high performing organisation in relation to clinical governance.

Ms Turcinov joined the Minister for Health on a guided tour of the RPH Day Surgery Unit and had the opportunity to engage with the hardworking staff within the unit.



Leader Rounding Reflections with Pia Turcinov, Peter Forbes and Tracey Moroney

Last month, we had the fantastic opportunity to chat with some amazing staff members from our Outpatients, Haemodialysis, and Catering Departments at RPH as part of our monthly Leader Rounding program. Meeting everyone in person is an absolute delight, and we appreciate the time staff members take out of their already very busy days, to show us around and share their insights and feedback. We are always mindful of not wanting to disrupt your day too much!

Spending time with the Haemodialysis team really highlighted the incredible support this Unit provides, especially to patients who rely on this service over long periods of time. Their dedication is inspiring, and it was reassuring to hear the positive impact the new physical layout of this Unit has had.

Visiting and meeting some of the Goderich Street Outpatient team members provided a different perspective and gave us a whole new appreciation for the complex challenges of scheduling and patient flow. It was great to see the very clever use of Aboriginal motives and designs, to not only create a more welcoming environment but also aid in signposting and wayfinding. And let's not forget our Catering heroes! It is not every day you get to see how hundreds of meals (yes, we tried some!) are prepared on a never-ending daily schedule. Hearing how catering services have evolved over the years at RPH was fascinating.

Leader Rounding is always a highlight in our Board meeting schedules and generates much discussion when we regroup and compare what we have seen and learnt. The only downside is that we always wish we had more time to stay and hear more!



Chief Executive – Dr Lesley Bennett

Dr Bennett provided an update on key matters across EMHS including:

- Progress is being made on finalising the EMHS Operational Plan.
- An update was provided on the Workforce Strategy, including 'Aggression Management' initiatives.
- Dr Bennett updated the Board on the new workforce strategy aimed at engaging, empowering, and encouraging its doctors in training (DiT) across Royal Perth, Bentley, Armadale and Kalamunda Hospitals. The 'East Experience' is a strategy underpinned by four pillars which aim to improve access to leave, overtime, and flexible work conditions, as well as reducing administrative burden.
- The Board discussed engagement opportunities, with Dr Bennett outlining activities planned for the Board in relation to Leader Rounding, presentations and lunch/afternoon tea opportunities which will enable the Board to engage directly with staff and patients across all hospital sites.

Committee Reports

The Board discussed reports from the Chairs of the Board Safety & Quality, Board Operational Performance & Strategy, and Board Finance Committees.

Safety & Quality:

- EMHS has developed an Avoidable Hospital Readmission (AHR) Strategy 2024-2026, with a focus on 3 key priority groups.
- The Committee is also looking to have a consumer representative on the Board Safety & Quality Committee for 2024.

Operational Performance & Strategy:

- The Committee endorsed the Smart EMHS Digital Strategy for Board approval.
- The Committee noted that despite the increased emergency department presentations and ambulance volumes the transfer of care performance has continued to improve over the last 12 months.

Finance:

- The Committee noted that EMHS activity has considerably improved over the past few months.

Site Updates

The Executive Director – Royal Perth Bentley Group, Mr Ben Noteboom, provided an update on RPBG matters this month, including:

- Continued focus on emergency access.
- Current challenges in relation to the changes in the NDIS national policies and processes and the impact on patients' length of stay.
- Outpatient services and feedback obtained from patients were discussed, including the ongoing program of works to encourage virtual appointments for suitable cohorts of patients.

The Executive Director – Armadale Kalamunda Group, Mr Neil Cowan, provided an update on AKG matters this month, including:

- The formal opening of the Armadale Birthing Suite and the new premises for the Armadale Community Mental Health Services, located within the Armadale Shopping Centre.