



Health Support Services Board

Communiqué

August 2023 Meeting

Key Discussions

The HSS Board meeting held on 3 August 2023, was the first meeting as Acting Board Chair for Ms Margaret Pynchla. As a result, Margaret has stepped down as Chair of the Finance, Risk and Audit Committee (FRAC) for the duration of her acting role as Board Chair.

The HSS Board discussed and agreed to the temporary appointment of Ms Katina Law as the Chair for FRAC, and the temporary appointment of Dr Paul Boyatzis to join FRAC.

Key discussions at this month's meeting included important updates from the major ICT programs, and an in-depth conversation about the cyber incident strategic risk following a recent HSS crisis management team exercise.

Chief Executive's Update

The Chief Executive provided an update on the key achievements and issues across HSS in July 2023. These highlights included:

- HSS Service Level Agreement (SLA) performance was 88%, against a target of 80% with 29 of 34 KPIs achieved.
- HSS sent out all 2023-24 SLAs to customers in late May 2023. To date, eight have been signed by customers.
- The roll out of the Digital Medical Record (DMR) to all WA health system sites continues to progress. The DMR has now been deployed to 28 read/write sites and 74 read only sites.
- The Medical Imaging Replacement Program (MIRP) continues to progress well and remains on track. Osborne Park Hospital and Sir Charles Gairdner Hospital went live in July 2023.

Board Reports and Papers

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

- Chief Financial Officer's Report
- Performance Report
- Chief Information Officer's Report
- Program Delivery Report
- Strategic Risk Deep Dive
- Board Administration Report

Attendance (via MS Teams and in-person)

Ms Margaret Pyrchla (A/Board Chair)	Dr Paul Boyatzis	Ms Cheryl Chan
Ms Amanda McKnight	Ms Yaso Ponnuthurai	Ms Katina Law
Dr Rowan Ellis	Dr Con Phatouros	

Apologies

Michael Walsh (Board Chair) – leave of absence

Standing Executive Invitees

Mr Robert Toms, Chief Executive
Ms Carrie Wilson, A/Chief Financial Officer
Mr Jonathan Smith, Chief Information Officer
Ms Judith Stewart, Executive Director, Program Delivery
Mr Ralph Bates Executive Director, Customer Experience
Ms Joanna Lawton, A/Director, Office of the Chief Executive

Next Meeting

The next meeting will be held on 7 September 2023 at 140 William Street, Perth WA 6000.

Ms Margaret Pyrchla
Acting Chair, Health Support Services Board