



Dear Minister,

Thank you for your letter dated 29 August 2018 outlining your Ministerial Statement of Expectations for the East Metropolitan Health Service (EMHS) Board. In response, this Statement of Intent outlines how the EMHS Board will implement your expectations.

We formally commit that the Government's key strategic priorities for EMHS are realised. We will continue to ensure that our community's confidence in the EMHS Board is preserved and strengthened and that, in all our activities, we operate in a way that promotes collaboration and demonstrates accountability and transparency in support of the Government's priorities.

In response to the expectations you have outlined, I advise the following:

### **Sustainable Health Review (SHR)**

The EMHS Board fully commits to the implementation of the recommendations from the Review when required by Government and looks forward to the release of the final report in November 2018.

### **Public Sector Reform**

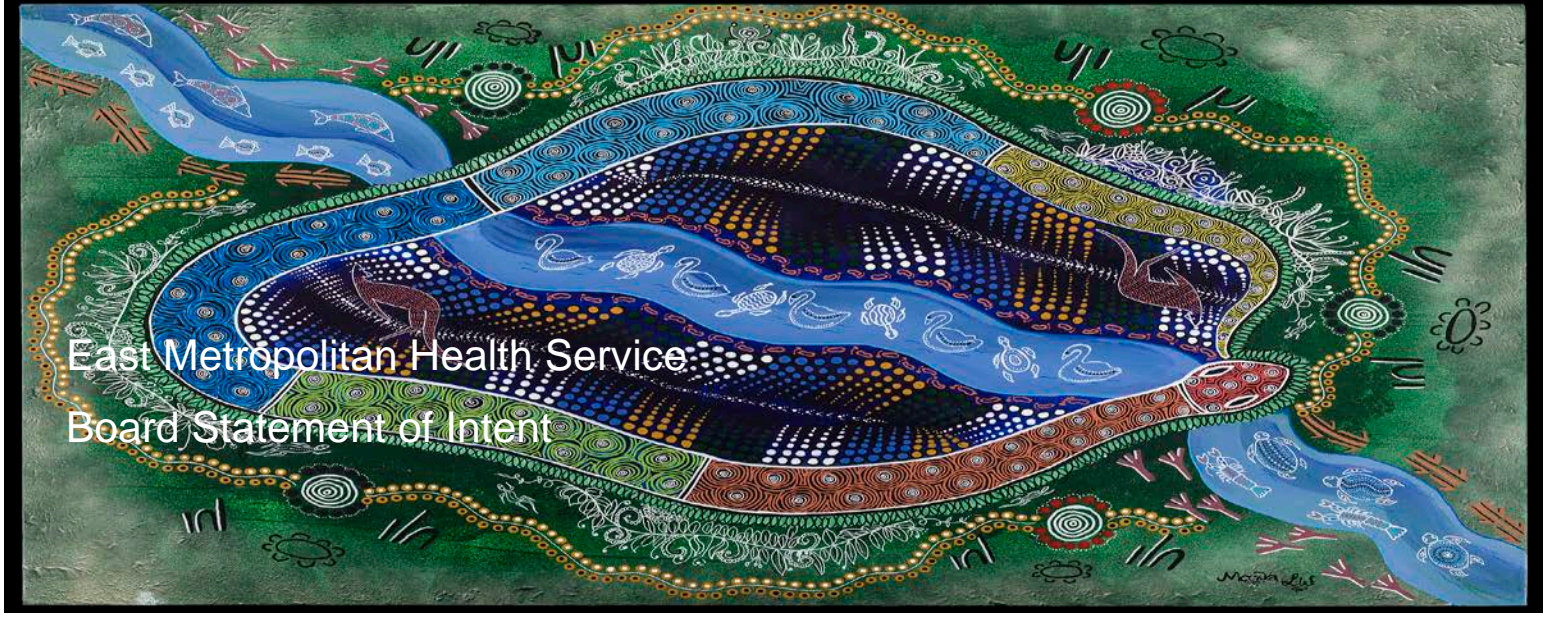
The EMHS Board commits to working cooperatively with the Department of Health (DoH) to progress the implementation of health related recommendations within the Service Priority Review and Special Inquiry into Government Programs and Projects and will report on progress against these recommendations as required.

### **Election Commitments**

The EMHS Board will continue to progress the Government's election commitments allocated to our Health Service including the establishment of an Innovation Hub, a Mental Health Observation Area (MHOA) and Medihotel.

In May 2018, EMHS opened the Urgent Care Clinic – Toxicology at Royal Perth Hospital (RPH), which is situated within the Emergency Department and provides specialist services to people with behavioural disturbances, usually caused by drugs and alcohol.





The EMHS Board is committed to providing a safe environment for both our patients and our staff. An EMHS Stop the Violence initiative was launched across EMHS sites to support staff in the management of aggressive incidents with the aim to actively reduce and prevent aggression. There have been multiple initiatives implemented to date such as; Aggression, prevention and intervention training to EMHS staff, personal duress alarms, upgrades to the Closed Circuit TV and surveillance coverage at sites and an increase in security staff at Armadale and RPH.

EMHS has a number of population based initiatives in tobacco control and delivers two programs focused on smoking that specifically targets Aboriginal people. The programs use culturally appropriate interventions delivered to the community, brief intervention training and development of culturally appropriate resources to support smoking cessation.

**Patient Opinion**

Through EMHS Vision and Values, the EMHS Board has a firm focus on consumer engagement and patient experience. EMHS has implemented the Patient Opinion system in 2017 and is actively listening and responding to all stories published. EMHS is committed to providing consumer-centred care through a number of initiatives currently being developed.

**Safety and Quality**

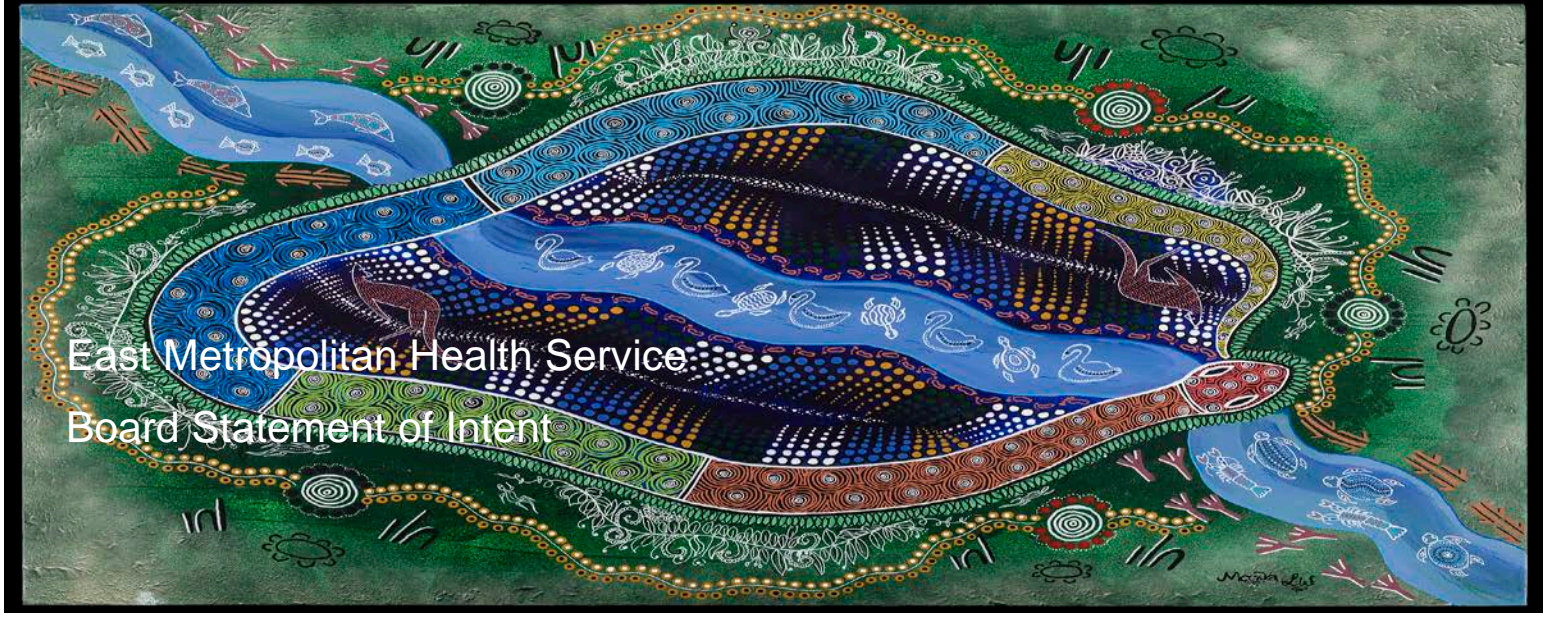
Safety and quality is a core focus for the EMHS Board and work has commenced to implement the recommendations outlined in the Hugo-Mascie Taylor review. The EMHS Board is committed to supporting a culture of openness and transparency about safety and quality performance to maintain a strong patient centred focus and performance.

**Culture**

The EMHS Board sees the morale, culture and performance of the EMHS staff as a high priority and commits to ensuring the safety and wellbeing of staff. We recognise that positive and ethical culture starts at the Board level and we are committed to fostering this from a leadership position.

Board and Executive Leader Rounding has commenced across the EMHS sites, which is a scheduled, structured activity where Board and Executive members walk through the sites talking to staff members and patients. This allows insight into what is working well, opportunities for improvement and any operational issues that may be quickly addressed.





**Health Service Performance**

The WA Emergency Access Target (WEAT) and WA Elective Surgery Targets (WEST) are priority areas for the EMHS Board and are monitored through the Planning & Service Delivery Performance Committee bi-monthly.

Whilst there has been some improvement in the WEAT performance through site based projects and short term initiatives, EMHS has established a coordinated WEAT Recovery Program with all EMHS site Executive Directors working collaboratively to promote system wide improvements in WEAT.

EMHS has developed a WEST Action Plan that will align with the EMHS Clinical Services Plan to manage capacity and demand with the right care at the right time in the right location. The WEST Action Plan will consolidate a number of site-based and system wide projects to improve timely access to care for patients requiring elective surgery. A site review of clinical and non-clinical processes to identify variation and root causes will assist with developing solutions to improve EMHS WEST performance.

**Governance**

The EMHS Board acknowledges that it is accountable and responsible to the Minister for Health; Mental Health. The EMHS Board will continue to comply with the relevant policy frameworks, including fulfilling the function, roles, responsibilities and accountabilities as outlined in the *HSP Boards – Governance Policy – July 2018* and as prescribed in the *Health Services Act 2016*.

The EMHS Board will continue to provide accurate and timely advice to Government, through the established communication protocols, on significant issues and progress made in achieving the Government’s priorities.

The EMHS Board looks forward to continuing to working with you and delivering progress against each of your expectations.

Ian Smith PSM  
**EMHS Board Chair**