



East Metropolitan Health Service

Board Statement of Intent

Dear Minister,

Thank you for your letter dated 21 November 2017 outlining your ministerial statement of expectations for the East Metropolitan Health Service (EMHS). In response, this statement of intent outlines how the EMHS Board will implement your expectations.

We formally commit that the EMHS Board will meet your expectations and ensure that the Government's key strategic priorities for EMHS are realised. We will work 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.

The Board would like to advise that the *EMHS Strategic Plan 2017-2020* was released in 2017 which demonstrates our commitment to the EMHS Vision Statement, Values and Service Delivery Principles. The EMHS Strategic Plan is inclusive of all services that EMHS provides for the population, community, inpatient, outpatient and emergency services, and encompasses each and every one of our employees.

The *EMHS Strategic Plan 2017-2020* commits EMHS to supporting and progressing the Minister's Expectations:

Sustainable Health Review (SHR) – The Board fully commits to the SHR consultative process and the implementation of the recommendations from the Review when required by Government. EMHS have implemented a number of services, programs and initiatives that are working towards a sustainable, patient centred health system and recognise that there are more opportunities for further improvement.

Election Commitments – The Board commits to progressing the Government's election commitments allocated to our Health Service including the establishment of an Innovation Hub, a Mental Health Observation Area (MHOA), Urgent Care Centre and Medihotel, as well as continuing to work co-operatively with external stakeholders to progress measures to support our workforce, including the protection of frontline staff.

Patient Opinion – Through EMHS Vision and Values, the Board has a firm focus on consumer engagement and patient experience. EMHS has implemented the Patient Opinion



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system and is committed to providing consumer-centred care through a number of initiatives currently being developed.

Safety and Quality – The Board has safety and quality as a core focus and work has been commenced implementing the recommendations outlined in the Hugo Massie-Taylor review. The Board is committed to supporting a culture of openness and transparency about safety and quality performance to maintain a strong patient centred focus.

Performance – The Board commits to the accountability for service delivery and performance and acknowledges it will be monitored by the Department of Health (DoH) through performance reports and regular meetings. The Board will continue to maintain a consultative working relationship with the EMHS Area Executive Group and DoH, which will encompass meeting regularly with the Director General to discuss any key strategic and performance matters.

Culture – The 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. Staff engagement through forums and feedback opportunities will continue to be provided to staff.

Governance – The Board acknowledges that it is accountable and responsible to the Minister for Health; Mental Health. The 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* and as prescribed in the *Health Services Act 2016*.

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

Ian Smith PSM
EMHS Board Chair