



**The Hon Roger Cook MLA
Deputy Premier
Minister for Health; Mental Health**

Our Ref: 4-105912

Mr Ian Smith
Chair
East Metropolitan Health Service Board
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Dear Mr Smith

MINISTERIAL STATEMENT OF EXPECTATION FOR THE EAST METROPOLITAN HEALTH SERVICE BOARD

I am pleased to provide you with my Statement of Expectation as the responsible Minister for the governing bodies of health service providers (HSPs). My expectations should be read in the context of the functions and responsibilities of a HSP that are listed in the *Health Services Act 2016*.

The Government is committed to delivering sustainable health care, putting patients first through better integration of health services and innovative delivery. My expectations in this context are outlined below.

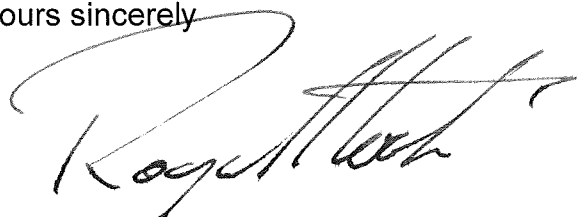
- **Sustainable Health Review (SHR):** The SHR will investigate the measures needed to deliver a more innovative, sustainable and cost-effective health system. The SHR Panel has a broad remit to make recommendations across key areas including improving patient pathways and better step-down, sub-acute and community care.
 - I expect the Board to fully commit to the SHR consultative process and implementation of the recommendations when required by Government.
- **Election Commitments:** The timely implementation of the Government's 2017 election commitments is a key priority.
 - I expect the Board to progress the Innovation Hub, Mental Health Observation Area, Urgent Care Centre and Medihotel at Royal Perth Hospital, as well as to work cooperatively with the Department of Health (DOH) to progress measures to support our workforce, including the protection of frontline staff.

- **Patient Opinion:** The Government will support the WA health system to establish and roll out a smartphone accessible Patient Opinion system across all hospitals as announced in the 2017-18 State Budget.
 - I expect the Board to maintain a firm focus on consumer engagement and patient experience, including through the Patient Opinion system.
- **Safety and Quality:** The report on the Review of Safety and Quality in the WA Health System was released in July 2017.
 - I expect the Board to have safety and quality as a core focus and work collaboratively with the DOH to implement the recommendations from the review. This includes working with the DOH towards the publication of safety and quality information within the next 12 months to support a culture of openness and transparency about performance and clear patient focus.
- **Performance:** Accountability for service delivery and performance rests with the Board and will be monitored by the DOH through the relevant policy frameworks, Health Service Performance Reports and regular performance discussions.
 - I expect you to comply with the whole of government financial target for managing expenses as notified by the Under Treasurer. You are required to manage your total cost of services within 2 percent of your 2017-18 budget allocation.
 - I expect the Board and the DOH to maintain a consultative working relationship and for you to meet regularly with the Director General to discuss key strategic and performance matters.
- **Culture:** Maintaining a high performing workforce is vital to our health system.
 - I expect the Board to give priority to improving the morale, culture and performance of your staff, including seeking feedback from staff about their levels of satisfaction, engagement at work and ideas for improvements.
- **Governance:** The Board is accountable to me as the responsible Minister. In discharging its functions the Board is obliged to comply with all relevant policy frameworks issued by the DOH Chief Executive Officer (the Director General). This includes the mandatory requirements outlined in the *HSP Boards - Governance Policy* that sits within the *Statutory Board Operations Policy Framework*.
 - I expect the Board to provide accurate and timely advice to the Government (via the established communication protocols) on significant issues in its core areas of business and progress made in achieving the Government's priorities.
 - I expect the Board to comply with the board assurance processes and requirement for the Board to submit an Annual Governance Attestation Statement to me, in the template provided by the DOH, at the conclusion of each financial year.

This Statement applies from the date of receipt until the end of the Parliamentary term, or until otherwise amended.

I look forward to receiving the Board's response to my Statement of Expectation in the form of a Statement of Intent as soon as practicable. In the interest of transparency, I request that the Statement of Expectation and Statement of Intent be published on your website. I look forward to working with you as system leaders to shape the future of a responsive and patient centred health system.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Roger Cook', written in a cursive style.

HON ROGER COOK MLA
DEPUTY PREMIER
MINISTER FOR HEALTH; MENTAL HEALTH

21 NOV 2017