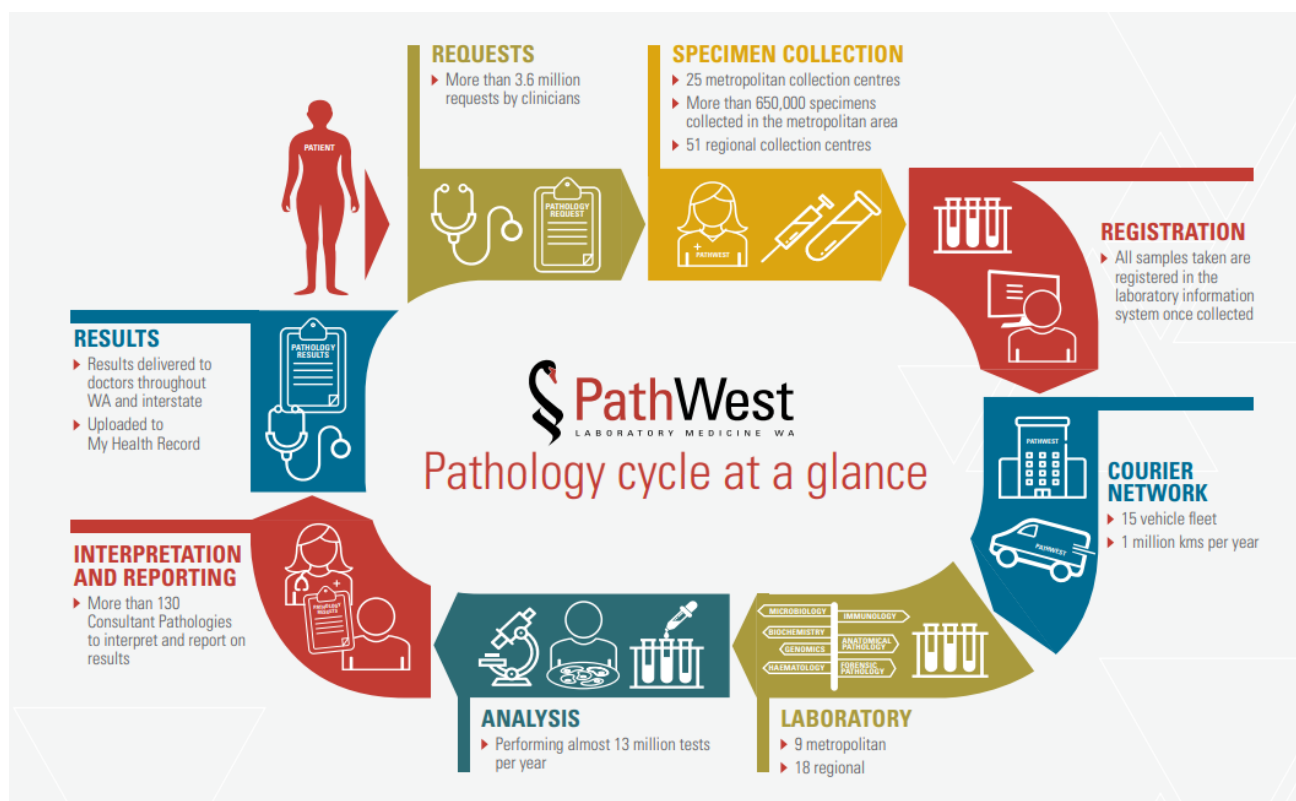


## PATHWEST Board Communiqué

*This Communiqué highlights key discussions and considerations from the 3 August 2023 Board Meeting.*



### MATTERS:

#### Living our Values- Celebrations- CARE | ACCOUNTABILITY | RESPECT | EXCELLENCE

The Manager, Business Intelligence Unit (BIU), Ms Genevieve Warriner provided the Board with an overview of the BIU team, their purpose, goals and how these are applied to PathWest as a whole. Ms Warriner provided some background about the team, advising the Board that the Unit was created in January 2020 and its primary focus at the time was the roll-out of the Laboratory Information System (LIS) and the Inaugural Health Service Provider Audit for the Office of the Auditor General (OAG). BIU provide data services across PathWest from the Board to the laboratories with a focus on performance and statutory reporting using a program called PowerBI which has now replaced Tableau across all WA Health. The individual BIU team members bring a wide range of skills that are applied to provide service and support to PathWest as a whole, asking “how can we help” with an aim to “try to leave it better”. The Board congratulated the team on their processes and specifically acknowledged the progress the BIU have made in their work.

#### PathWest Operations Update

Executive Director, Operations, Mr Paul Schneider, presented the Board with an Operations update. The presentation encompassed three key sections:

- Test-request to test-results
- Clinical Governance, Quality and Safety and National Association of Testing Authorities (NATA) Accreditation
- An Overview of PathWest’s Business Continuity Plan (BCP)

#### Test-request to test-results

The first section covered was test-request to test-results, also known as the pathology request-test-report cycle. The Board heard that this is the core business process undertaken in the laboratories. It was explained that there are three phases in this process:

- Pre-analytical- this phase includes the processes of collection from the collection centres through to the delivery of a patient's sample to the laboratories
- Analytical- the testing of the samples
- Post-Analytical- the reporting of results back to the requestor.

#### Clinical Governance, Quality and Safety and National Association of Testing Authorities (NATA) Accreditation

The importance of excellent clinical governance was discussed, with the Board noting that clinical governance extends across all health services to ensure safe, high quality and continuous care is given to patients from the beginning to end of their care. It was reported to the Board that the Quality team has been instrumental in highlighting improvements required and implementing necessary change.

The relationship between NATA and the National Pathology Accreditation Advisory Council (NPAAC) was explained to the Board. NPAAC defines the guidelines that laboratories must follow and includes feedback from professional bodies on what is required to obtain Medicare rebates. Through NPAAC, NATA would then carry out accreditation for laboratories throughout Australia, ensuring that laboratories are compliant with international and Australian standards and that they are able to provide consistent and reliable pathology testing. If NATA accreditation is not maintained, PathWest cannot access Medicare rebates. It is for this reason that PathWest always strives for accreditation throughout each four-year accreditation cycle.

#### An Overview of PathWest's Business Continuity Plan (BCP)

Emergency Management and Business Continuity Plans are developed across PathWest to ensure continuation of services during unexpected interruptions. Events requiring activation of BCP's may arise on a daily basis at the local level. A Crisis and Emergency Management Plan was created in 2022 and PathWest is taking steps to strengthen the prevention and preparedness phase of this Plan.

#### **Finance Report and Budget Presentation**

Executive Director Finance, Procurement and Commercial Services, Mr Sandy Kerr, presented the PathWest Finance Performance Report to the Board and the 2023/24 budget was also discussed. It was explained that the 2023/24 Service Agreement between the Department of Health and PathWest will provide PathWest with an expenditure increase which covers most of the cost pressures reported on during 2022/23. The Board also heard that due to the inclusion of PathWest's ability to monitor charges and ensure correct billing in the 2023/24 Service Agreement it is expected that revenue will increase.

The Medical Equipment Replacement Program (MERP) was a topic of discussion, with the Board hearing that there is a need to understand the risks around Medical Equipment replacement including what equipment is and isn't being purchased. A financial performance framework will be incorporated into the Finance Report going forward, including a section on Medical Equipment. Staffing increases and allocations were also a topic of discussion, and it was agreed that these numbers would also be represented in future Finance Reports.

#### **Your Voice in Health**

The results of the Your Voice in Health Survey were provided to the Board with it being noted a meeting is to be held with the leadership team to discuss the results. Each area will be asked to develop an action plan to address and improve upon three significant matters within their discipline or function. There will also be a PathWest wide staff presentation from the Acting Chief Executive to present the organisations' overall results.

The Board reviewed the responses and has requested further detail to better understand PathWest's results, specifically the poor response rate overall and the decrease of response and satisfaction rates within some disciplines.

#### **Acting Chief Executive Report**

Acting Chief Executive, Mr Sash Tomson, gave an update to the Board about the Laboratory Information System (LIS) restore and recovery, advising it went well but did highlight required improvements. This process will occur again following the rollout of the new hardware.

The Board heard that the State Mortuary upgrade is due to officially open on 23 August by the Minister for Health. The Board has requested a tour of the updated State Mortuary following the opening.

### **MESSAGE FROM THE BOARD CHAIR**

I would like to announce that this Board meeting was the final Board meeting for Mr Rob McPhee, Board member and Chair, People Culture and Committee (PACC) and he will attend his last PACC meeting in a few weeks. Mr Tony Vis will take on the position of Chair, PACC effective as of 18 August 2023. Thank you to Rob for his contributions to the Board and PathWest. I look forward to working with Tony as Chair, PACC.

As Board Chair I attended the launch of PeopleWA by the Office of Digital Government as well as the entry meeting with the Office of the Auditor General (OAG). I have been in discussions with KPMG regarding the review of the Strategic Risk Register and contributed to the Public Sector Commission (PSC) Annual Board and Committee questions.

### **NEXT MEETING**

The next scheduled Board meeting will be held in Perth on 7 September 2023

Ms. Angie Paskevicius  
**Chair, PathWest Board**  
September 2023