

SHI Board Communiqué – June 2024

The SHI Board met on 25th of June 2024 and discussed the following matters:

The Chair welcomed all members to the third Board meeting of the 2024 year. The Chair also thanked Dr Flora Poon for her service on the Board, noting this was her last Board meeting before resigning and relocating to the UK.

Operational Matters

Private health insurance contracts

- The Board were pleased to receive a briefing on the status of the Institute's Hospital Purchaser Provider Agreements (HPPAs) with private health insurance funds and welcomed consultant Bruce Houghton from Health Care Funding Solutions Ltd to the meeting.
- Board members were briefed that the indexation of fees in some HPPAs fell short of inflation and growth in the cost of providing care. Securing fair indexation in these agreements was a priority for the Institute. Board members also noted that approximately 80% of SHI day surgery income is privately insured.
- It was noted that in some circumstances it may not be possible to secure HPPA terms that are reasonable or sustainable for the Institute, in which case it may be necessary to introduce facility gap fees for Day Hospital patients.

Australasian Dermatology Registry (ADR)

- Board members noted the continued development and progress of the ADR, with 616 participants now been enrolled and 60 sites (public and private) at various stages of activation.

Patient feedback

- The Board were briefed on a new agreement with *Doctify*, a global health tech company, to better collect patient feedback that will help the Institute drive improvements in patient experience. Doctify collects unbiased patient feedback, that is posted on-line and curated through an independent clinical governance process if there are concerns a review is fake or glaringly inaccurate.
- The Board discussed the limitations and barriers to patient's providing feedback through the previous SHI Patient Feedback Survey and were pleased to note there had been a significant increase in patient feedback received since the Doctify platform went live.
- The Board discussed issues including compliance with AHPRA guidelines regarding testimonials and removing links from the SHI Doctify page to dermatologist's personal profiles.

Mohs Surgery Training Program

- The Board were pleased to note that the first trainee in the accredited MOHs Surgery Training Program, Dr Harini Bala, had successfully completed the program. The CEO briefed the Board on a desktop review of the first training program cycle and changes to contractual arrangements going forward with the next trainee.

Sub-committee reports – Finance, Audit and Risk Management committee

- The Chair of the FARM committee, Mr Jim Power, briefed the Board on YTD performance compared to budget.
- The Board was pleased to note the improved operating performance over the last quarter of the financial year, with the Institute on track to make its first net surplus (excluding Job Keeper grants received during the pandemic) in several years.
- Board members discussed the importance of consistent surpluses over time, to allow the Institute to pay down debt, rebuild investments, and invest in innovation projects.

Sub-committee reports – Governance committee

- The Chair of the Governance Committee, Dr Damien Angus, noted the committee's discussions regarding Board member terms and vacancies. A Board skills questionnaire is currently being progressed which will assist in the process of Board succession planning.

Sub-committee reports – Clinical Governance committee

- Board members noted the minutes of the CGC meeting in May and discussed a number of matters, including training for staff in dealing with rare cases of aggressive or inappropriate patients. The Board also noted the progress of the staff Flu Vaccination program.

Approved by Dr Edward Upjohn, Chair of the SHI Board