

Wesfarmers Health is a consumer-led business with a mission to provide health, beauty and wellness experiences that are simpler, more affordable and easier to access. We aspire to provide customers and patients with caring, safe and high-quality experiences that embody the reputational promise of the Wesfarmers Group.

**Purpose:** The Clinical Governance Advisory Council (CGAC) supports access, equity and choice in health care through championing patient-centric, high-quality health care across Wesfarmers Health's core services of primary care; cardiometabolic screening; prescription and complementary medicines; wellbeing; and beauty and medical aesthetics. The CGAC guides the businesses in considering opportunities to expand and improve services, as well as the management of risks inherent in service delivery, through undertaking the following responsibilities:

### 1. Clinical Risk Management

- Understand, assess and monitor specific business unit clinical incident trends, benchmarking against other industry players, and advise on strategies to mitigate clinical risks;
- Provide industry-specific clinical thought leadership to drive best-practice protocols to minimise clinical risks; and
- Advise on adverse event management advancements to support the businesses in how to best deal with adverse events when they occur.

### 2. Governance

- Develop and recommend to the Wesfarmers Health Board the Wesfarmers Health Clinical Governance Framework for approval;
- Maintain oversight of Wesfarmers Health's commitment and approach to clinical governance, including monitoring of management's steps to address any findings of clinical systems and governance review outcomes;
- Monitor and evaluate internal and external reviews and audits, including ensuring any recommendations raised have an action plan and are addressed within an appropriate timeframe; and
- Monitor and review sentinel event investigations/outcomes and ensure appropriate management control actions have been taken.

### 3. Accreditation / Quality

- Provide advice on the most appropriate choice of accreditation partner to meet national safety and quality standards, including through consultation with professional bodies;
- Monitor results of accreditation surveys and ensure high-risk/priority recommendations are implemented;
- Support the development of internal auditing and self-assessment programs to strengthen service quality; and
- Keep up to date with evidence-based best practices.

#### **4. Credentialing and Clinical Workforce**

- Support development of a clinical workforce strategy, with a lens towards innovation;
- Review and make recommendations to the Wesfarmers Health Board about credentialing and defining the scope of practice for health professionals;
- Ensure adequate policy and procedures are in place to guide evidence-based, safe, effective and patient-centred care; and
- Monitor the education and development system for the clinical workforce that supports performance improvement within their scope of practice.

#### **5. Advice on and approval of new health service offerings**

- Provide advice on the safety profile, efficacy and regulatory considerations of a new treatment or service being considered by the business units;
- Identify and assess the available resources, including human resources, funding and facilities, to ensure the health service plan is feasible and sustainable; and
- Review and revise the health service plan as necessary to ensure that it remains relevant and responsive to the changing health needs of the community.

#### **6. Research and innovation**

- Encourage and support research that identifies ways in which access, equity and choice can be enhanced and gaps in service delivery addressed, including through partnerships with academic institutes;
- Review and approve new clinical service treatments, changes to clinical pathways and offerings, ensuring client safety and efficacy of treatments are identified and protocols developed for team members to adhere to;
- Encourage and support research initiatives to advance clinical practices, techniques, and technologies in the beauty and health field; and
- Review and advise on research proposals that involve the division/business unit's clinical services.

#### **7. Person-centric care and community engagement**

- Monitor patient/client satisfaction with health services across the relevant business units and the division more broadly and ensure appropriate actions have been taken where required;
- Ensure patient rights and responsibilities are respected, and their engagement in their care is supported; and
- Support health literacy across all divisional clinical processes, communications and resources, for example through the development of information standards that help consumers understand services and their health data.

#### **8. Thought leadership and advocacy**

- Provide advice and thought leadership on health systems and emerging issues that provide opportunities / risk for Wesfarmers Health to enhance patient/client access, equity and choice;
- Monitor developments and provide insights and interpretation of potential changes to significant legislation relating to clinical operations; and
- Publicly advocate in support of the division's mission make health, beauty and wellness experiences simpler, more affordable and easier to access.

# Charter

## Clinical Governance Advisory Council



### Membership:

The CGAC's membership will initially comprise individuals with experience in direct clinical care, health care management, regulatory compliance and operational management aligned to Wesfarmers Health's current business interests.

In addition to the independent Council Chair, members are likely to initially include:

- General Practitioner
- Community pharmacist (with an understanding of prescription and complementary medicines)
- Medical practitioner specialising in cosmetic medicine or dermatology
- Medical practitioner specialising in cardiovascular health

And may expand over time to include:

- General Physician
- Advanced Practice Nurse/Nurse Practitioner
- Mental health specialist
- Public health specialist
- Consumer representative
- Health practitioner specialising in digital health

Executive members will include:

- Managing Director, Wesfarmers Health
- Head of Clinical Governance, Wesfarmers Health
- Executive General Manager, Digital Health
- Managing Director, Medical Aesthetics

Other members that may be requested to provide their expertise to the Council include:

- Legal Counsel
- Business unit and divisional Risk and Compliance Managers
- Other medical professionals, including specialists
- Product development managers

**Meeting frequency:** The CGAC will meet on a quarterly basis, to review clinical governance matters, discuss ongoing initiatives, and address emerging issues. Additional meetings may be convened as necessary in consultation with the Council Chair and the Wesfarmers Health Head of Clinical Governance. Out of session protocols and guidelines approval can be undertaken when needed.

**Quorum:** A quorum will comprise of the Council Chair, at least two medical practitioners and an executive member.

**Reporting:** The CGAC will report to the Wesfarmers Health Board. Where appropriate, clinical governance matters may also be reported to the Wesfarmers Health Audit and Risk Committee, the Wesfarmers Audit and Risk Committee and the Wesfarmers Board. Regular Council reports will include updates on critical incidents, clinical risk management and performance, compliance, and quality improvement initiatives.

**Agenda:** The agenda and papers for each meeting will be developed by the Council Chair and the Council Secretariat and will be circulated to members, along with the minutes of the previous meeting, one week prior to the scheduled meeting.

**Minutes:** The approved minutes of each meeting will be available one week after the meeting.

**Confidentiality and Conflict of Interest:** Council members will adhere to strict confidentiality regarding all matters discussed and decisions made during Council meetings. Members must also declare and manage any potential conflicts of interest that could impact their objectivity.

<b>Approval</b>	<b>Written by:</b> Nadia Gajic Head of Clinical Governance
	<b>Approved by:</b> Clinical Governance Advisory Council
	<b>Date approved:</b> 15 November 2024