e-hub Health
Technical Governance
Framework

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e-hub Health Technical Governance Framework

The e-hub Health Technical Governance Framework allows for all levels of governance to understand how e-hub Health delivers safe and effective online web services.

Within the development of our policies and procedures, we have considered the fundamentals of this framework, ensuring accountabilities are documented and processes of reporting stated.

1   Organisational governance of e-hub Health

Technical governance is an integrated component of corporate governance at e-hub Health.

1.1   Key concepts

The e-hub Health Board acknowledges the concepts and practices of corporate governance, which is recognised as a responsibility of governing bodies, and is distinguished from responsibility for management and service delivery.

Technical governance is best understood as founded in, and consistent with, broader concepts of corporate or organisational governance.

e-hub Health's technical governance involves a comprehensive set of leadership behaviours, policies, procedures, and monitoring and improvement mechanisms in order to develop a culture of safety and quality improvement throughout the organisation's systems. Within the context of e-hub Health's business, technical governance includes data governance and oversight of cybersecurity and privacy.

1.2   Responsibilities of e-hub Health governing bodies

Good governance is the responsibility of the e-hub Health Board. As part of this Technical Governance Framework, the e-hub Health Board will:

- Set the strategic and policy framework.

- Delegate technical responsibilities to the e-hub Health Safety, Quality and Technical Governance (SQTG) Committee as per an endorsed Terms of Reference.

  The purpose of the Committee is to maintain oversight and assist the e-hub Health Board in fulfilling its accountabilities in the safety, quality and technical aspects of the National Safety and Quality Digital Mental Health Service (NSQDMH) Standards. The Committee is responsible for providing best-practice decision making through a culture that ensures the quality and safety of service delivery, builds a service user awareness of trust through providing equitable access, acts to promote comprehensive care through optimising health outcomes and service user experience, and provides appropriate recommendations to the e-hub Health Board.

The Committee is also responsible for providing appropriate financial and administrative decision making through a culture that ensures the financial sustainability of the organisation is maintained and that non-clinical aspects of the NSQDMH Standards, such as non-clinical feedback from service users (including children and young people) and key stakeholders, are represented through the quality framework.

- Supervise the performance of the SQTG Committee.

- Monitor the performance of the organisation and ensure that there is a focus on continuous quality improvement.

- Be responsible for endorsing the Technical Governance Framework and clearly defining the roles and responsibilities for the Board itself, the committee, and for the workforce.

- Provide oversight and monitoring for reports on performance and effectiveness, safety and quality improvement systems, incident management, feedback and complaints management and risk management.

- Supported by the SQTG Committee, establish principles and practices within the governance framework that support the ability to adapt to technology as it changes, and continue to deliver a streamlined and effective digital mental health service.

1.3   Quality of Services and Service User Safety

The e-hub Health Board (and the SQTG Committee) shall:

- Act in the best interests of service users in all decisions and actions;

- Understand and respond to the needs of service users;

- Inform the delivery of services to the community in an open and transparent manner;

- Contribute to an environment:
  - free from bullying, harassment and discrimination;
  - where respect and diversity is embraced; and
  - where a positive workplace culture is based on mutual trust and respect;

- Oversee and make recommendations on issues and practices that may impact the delivery of safe, quality health care and services;

- Review and recommend processes of trusted equitable access to quality digital mental health services, planned health outcomes and patient-centred services through:
  - consistent application of evidence-based care;
  - timely access to and upholding of the Australian Charter of Healthcare Rights;
  - coordinated, collaborative, and equitable service user-centred care;
  - a commitment to quality improvement through reviewing data, auditing and clinical and technical processes; and
  - the effective and efficient use of resources.

- Ensure the upholding of policies, procedures and protocols;

- Monitor and evaluate care, access to services, population health outcomes, and service user satisfaction;

- Receive reports through the quality management systems, audits, peer reviews and consumer feedback;

- Promote a culture of safety and quality of care for all service users, staff and the community;

- Ensure quality improvement activities are monitored and implemented;

- Monitor and maintain safety, quality and technical risks identified within the risk register; and

- Ensure responsibilities to the NSQDMH Standards are maintained for each standard.

2   e-hub Health Technical Governance

2.1   Technical governance as a component of organisational governance

The e-hub Health Board ensures that technical governance is an integrated element of its overall responsibility and accountability to govern e-hub Health.

Technical governance is a component of broader systems for corporate governance as illustrated below:

Figure 1: Corporate governance responsibilities

The e-hub Health Board recognises the importance of the following:

- Technical governance is of equivalent importance to financial, risk, clinical and other business governance;

- Decisions regarding other aspects of corporate governance can have a direct impact on the safety and quality of service delivery, and decisions about service delivery can have a direct impact on other aspects of corporate governance, such as financial performance and risk management;

- A systematic approach to the management of information and information communication technology is imperative for safe and effective delivery of digital mental health services

- Technical governance can only be effective with direct input from individuals with technical expertise;

- The ability to adapt and evolve to meet the needs of our service users and the progress in technological advancements is imperative to running a safe digital mental health service;

- Members of the e-Hub Health Board, the SQTG Committee and the workforce have individual and collective technical responsibilities for ensuring the safety and quality of our service delivery.

2.2 Priorities of the Technical Governance Framework

In line with our organisational strategic priorities, the key priorities of our Technical Governance Framework are as follows:

- Full and coherent integration of technical functions within the overall corporate governance system;

- Maintenance of strong safety and quality improvement systems in technical components of our service delivery;

- Maintenance, monitoring and improvement of the safety, effectiveness and quality of our service delivery;

- Improvement of mental health outcomes for service users;

- Improvement of usability and accessibility of our services for our service users;

- Ensuring all decisions made with regards to the management of the organisation and the design, development and delivery of our services are underpinned by good ethical principles and a focus on the safety, quality, performance and effectiveness of our services.

2.3 Components of the Technical Governance Framework

The components of the Technical Governance Framework are:

- **Governance, leadership and culture** – integrated corporate and technical governance systems are established and used to improve the safety and quality of service delivery for service users. Roles and responsibilities for this component of the Technical Governance Framework relate to the establishment of, and participation in, corporate and technical governance systems.

- **Service user accessibility and usability systems** – usability and accessibility systems are integrated with governance processes to actively manage and improve service user experience. Roles and responsibilities for this component of the Technical Governance Framework relate to the various service user safety and quality processes that are part of effective technical governance systems.

- **Technical performance and effectiveness** – the technical workforce have the right qualifications and skills to effectively maintain our web services. Roles and responsibilities for this component of the Technical Governance Framework relate to the processes that exist in effective technical governance systems for ensuring that the workforce has the right qualifications, skills and supervision to undertake information security and data management.

- **Safe online environment** – the online environment is safe for service users and minimises the risk of harm and breaches of privacy. Roles and responsibilities for this component of the Technical Governance Framework relate to the creation of an online environment that supports safety and quality.

- **Partnering with service users** – systems are designed and used to support service users to be partners in planning, design, measurement and evaluation of services. Roles and responsibilities for this component of the Technical Governance Framework relate to the way in which service users are involved in the design and of our online web services.

2.4 Importance of culture in technical governance

The Technical Governance Framework will strive to support a work culture that has:

- Strong leadership to drive the safety culture;

- Strong management commitment, with safety culture a key organisational priority;

- Team members that are engaged and always aware that things can go wrong;

- Acknowledgement at all levels that mistakes occur;

- Ability to recognise, respond to, give feedback about, and learn from, adverse events;

- Ability to adapt and evolve to suit the changing needs of our service users or the technology that we utilise;

- Strong monitoring systems for risk, incidents, complaints and quality improvements;
- A comprehensive internal auditing system to monitor compliance.

3 Roles and responsibilities for technical governance

At all levels within e-hub Health, roles, responsibilities and accountabilities for safety, quality and technical governance are also clearly defined through the organisational chart and position descriptions. The e-hub Health Board's roles and responsibilities are clearly defined through the e-hub Health Board Charter, and the roles and responsibilities of the Safety, Quality and Technical Governance Committee are detailed in policies, procedures and the Committee Terms of Reference.

The Chief Technology Officer regularly assesses the systems in place to help the team perform their technical governance roles, such as:

- Identifying the appropriate structures and processes to manage and monitor technical expertise.
- Describing the expected outcomes in safety and quality through the organisation's vision, mission and goals.
- Providing our workforce with detailed position descriptions to maintain clarity in their role and scope of practice.
- Monitoring implementation and compliance with strategic, business, or safety and quality improvement plans relating to technology.

Good technical governance provides confidence, to the community and everyone who works in e-hub Health, that systems are in place to support the delivery of safe, high-quality health outcomes by defining safety and quality roles and responsibilities within the organisation. Broadly, these roles are defined in the following table.

Role	Responsibilities
e-hub Health Board	- Overall responsibility for technical governance and for monitoring the performance of the SQTG Committee - Review and endorse governance policies - Monitor e-hub Health's financials, risks, compliance, human resources, work health and safety and service delivery practices - Develop the strategic direction of the organisation and alignment to mission, vision and values - Undertake Board self-assessment and improve on governance practice
e-hub Safety, Quality and Technical Governance Committee	- Report on the effectiveness of the Technical Governance framework to the Board and recommend areas for improvement - Develop, monitor and maintain compliance with non-clinical governance policies and frameworks

	• Monitor financials, risks, compliance, human resources, work health and safety, technology and service delivery practices • Operational implementation of financials, risk management, compliance, human resources, work health and safety and service delivery systems • Consider safety and quality of service users in all business decision making • Apply ethical principles to all business decision making surrounding design, development and delivery of services • Monitor and report to the Board on quality management systems including quality improvements, risks, incidents, feedback and complaints, audit outcomes and trending data
Chief Technology Officer	• Day-to-day management of information technology systems • Perform regular audits on the IT systems including usability, accessibility, data management, IT security and privacy • Manage compliance with WCAG standards • Act as Privacy Officer and comply with the Notifiable Data Breach Scheme requirements wherever required • Manage backups, system updates and patches • Provide training to the workforce on IT systems and data management • Identify appropriate structures and processes to manage and monitor technical expertise • Report to the SQTG Committee regarding information technology systems, outcomes of audits and data management • Serve as a subject matter expert to the Board where required
Workforce	• Comply with information security and data management policies and procedures • Be familiar with roles and responsibilities as detailed in position descriptions, contracts or duty statements • Be familiar with expected outcomes in safety and quality through e-hub Health's vision, mission and goals • Undergo training in information security, privacy and data management • Raise incidents, near misses, risks or concerns regarding information security and data management with Chief Technology Officer