Effective board leadership is widely regarded to be a vital element of high-quality healthcare. Indeed, new National Standards in Australia require all public health service boards to have a ‘system of governance that actively manages patient safety and quality risks’.

This presentation will outline the findings of our recent research into the attitudes and activities of public health service boards across Victoria in relation to the quality of care:

- Do boards see quality of care as a governance priority? Do they feel able to influence it?
- What is the role of boards in improving patient experience?
- Why do some boards feel as though they are drowning in data yet thirsty for meaningful information?
- How can we help overcome barriers to effective governance of healthcare services?

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Dr Marie Bismark is a public health physician and health lawyer, who leads the Law and Public Health Group at the University of Melbourne School of Global and Population Health. Her research focuses on the role of clinical governance, regulation, and patient complaints in improving the quality and safety of healthcare.

Marie is an experienced company director and a Graduate of the Australian Institute of Company Directors. Her current governance roles include serving as a non-executive director of the Young and Well CRC, Summerset retirement villages, Family Planning, and GMHBA health insurance.

Marie has previously worked as a doctor in a number of New Zealand hospitals, served as a legal adviser to the Health and Disability Commissioner, been a solicitor with a leading New Zealand law firm, and completed a Harkness Fellowship in Healthcare Policy at the Harvard School of Public Health. She has published widely on no-fault compensation, patient safety and healthcare complaints resolution.