

STRATEGIC PLAN 2020-2025

OUR VISION Healthier rural people, thriving communities

OUR VALUES Collaboration, Openness, Respect, Empowerment

OUR PURPOSE To provide exceptional healthcare to the people of Western NSW

GOALS
 OUTCOMES
 STRATEGIES

IMPROVED HEALTH AND WELLBEING OF OUR PEOPLE

Preventative and population health and strong primary health care are critical to improving the physical and mental health outcomes and wellbeing of our community

- Young people grow up socially, physically, emotionally, psychologically and spiritually healthier
- The burden of disease within the community is reduced
- People are physically, mentally and socially well and understand what will help keep them well
- Dignity in health continues into dignity in disease and in death.

1. Keep people healthy across their lifespan through health promotion, disease prevention and supportive technologies
2. Support a healthy start to life
3. Improve mental health and wellbeing
4. Improve disaster response, and acknowledge and address environmental impacts on the community
5. Plan for, and respond to, the health needs of older people in Western NSW
6. Tailor and improve responses to the specific health needs of local communities and vulnerable population groups.

MEANINGFUL GAINS IN ABORIGINAL HEALTH

Focus our efforts to improve the health status and decrease health inequalities experienced by Aboriginal people

- Health outcomes for Aboriginal people are significantly improved
- More Aboriginal people access healthcare when they need it
- Aboriginal people have positive, safe and respectful interactions with our services
- We have a strong and skilled Aboriginal workforce.

1. Enhance population health and clinical services to reduce the burden of disease in Aboriginal people and improve social and emotional wellbeing
2. Significantly improve the health of Aboriginal mothers and babies
3. Deliver culturally safe and accessible services
4. Build and empower our workforce with the tools they need to create meaningful change in the health of the Aboriginal community
5. Work with our service partners including Aboriginal community leaders in a regional approach to improving Aboriginal health.

WORLD-CLASS RURAL HEALTH CARE

Continuously improve outcomes, safety, quality and experiences of care through innovation, improvement and translational research

- Person and family centred care
- Better experience, journey and outcomes for patients, residents, families and clinicians
- Safer, more reliable high-quality care and a reduction in harm
- A safer and just workplace culture
- Timely and equitable service delivery
- Innovation and research inform our practice.

1. Deliver safe, high quality, value-based, effective and appropriate health care
2. Improve the experience of care in all settings
3. Strengthen health literacy, community engagement and co-design
4. Provide strong clinical and workforce governance
5. Foster a culture of improvement and continue to leverage research and innovation opportunities.

ONE SERVICE ACROSS MANY PLACES

A focus on coordinated care and a networked approach to service delivery will support our people to access timely care at the right place

- Services operate in a network across the region, and are sustainable into the future
- More services are provided as close to home as possible and are enhanced by virtual health
- More care is provided in community settings
- Better coordinated care and a seamless care experience.

1. Review and redesign current models of care and service delivery to increase system capacity, efficiency, patient flow and to predict demand
2. Enhance non-hospital alternatives for care
3. Strengthen care in the community
4. Support coordination and continuity of services across primary, community and hospital care
5. Develop a District wide approach to enhancing care through the provision of virtual health services.

ENABLERS crucial to the successful implementation of our Strategic Plan

A strong and sustainable workforce and a great place to work

We will support our staff, build workforce and leadership capability, and encourage excellence and job satisfaction.

We will undertake workforce analysis and planning to support future service delivery.

We will inspire a workplace where staff, volunteers and partners thrive and know they are valued.

Well managed resources

We will make the most effective use of the finite resources available, operate in a financially viable way, ensure a sustainable health system and deliver value-based healthcare to our patients and community.

We will ensure rigorous organisational governance within an enterprise risk framework.

Data and Analytics

We will provide access to high quality information to support decision making and health service delivery and we will build the capability of our teams to use health informatics.

Infrastructure, technology and systems

We will improve our asset base of built infrastructure as well as information, digital and telecommunications technologies and systems.

We will work towards environmental sustainability of our services and facilities.

We will maximise health, education and research precinct opportunities.

Productive partnerships and effective communication

We will build our communication, engagement and partnership approach with consumers, families, carers, primary health clinicians and service providers.