

Colac Area Health – Strategic Plan 2022-2027

Vision: To be a trusted leader in integrated health care through operational excellence, innovation and compassion

Purpose: To be the trusted provider of optimal health outcomes by delivering or facilitating integrated person centred care, achieving excellence through partnerships, research and innovation

Values: Compassion, Integrity, Respect, Collaboration, Accountability

Our Strategies

Community Health Outcomes

Build meaningful partnerships and capability for and with our community, ensuring delivery of evidence-based health care designed to achieve optimal outcomes

Innovation and Partnerships

Create strategic and collaborative partnerships to leverage innovation and opportunities that improve health care services and outcomes for the community

Sustainability

Embrace sustainability and manage risk by being innovative and efficient in the management of CAH's resources, financial performance and the environment

People and Culture

Attract and retain exceptional employees, volunteers and sub-contractors committed to our purpose and values by fostering an inclusive work culture and environment where we feel proud to work, engaged, empowered, safe and everyone matters

Community Health

- CAH will implement a care coordination model so patients know:
 - they are listened to,
 - that they understand the different care options available to them &
 - they are involved as much as they want to be in making decisions about their care
- Provision of consumer centred care for those living with one or more chronic disease conditions through integrated multi-disciplinary care with a focus on building self-efficacy and self-management
- CAH will implement a digital model of care with a focus on:
 - home based care delivery, including remote monitoring
 - expanding access to specialist services & allied health via a video enabled telehealth model
- Consumers are provided with useful information on how to access care
- CAH will measure and enhance the client experience; engage consistently; provide appropriate care close to home and continue to uphold the highest standards of safety & quality.

Innovation and Partnerships

- CAH will review and implement improvements in health journeys, pathways, continuity of care and partnerships for service delivery for:
 - Aged Care Services, home based care through to palliation (incorporating outcomes from the Royal Commission) & Geriatric Evaluation Management program
 - Surgical & Clinical Services, (utilizing the Department of Health's Clinical Capability Framework and Partnerships Structures)
 - Primary Care, community health home based through to bed based sub-acute services (incorporating the outcomes from the Family Violence and Mental Health Royal Commissions)
 - Mental health through headspace partnerships
 - Effective partnerships in diagnostic services
- CAH will establish and implement a Clinical Governance education and safe and effective care innovation program
- CAH will utilise the Clinical Service Plan to identify, develop and implement key services for the community
- By ensuring evidence based practice is embedded in service delivery.

Sustainability

- In partnership with the Department of Health CAH will develop a Master Plan
- Through the development and management of our Asset Management program we will ensure our assets and infrastructure are fit for purpose, environmentally sustainable and aligned to a new Master Plan
- CAH will develop and implement a comprehensive ICT strategy to compliment emerging service models and streamline continuity of care including infrastructure upgrade
- In partnership with South West Alliance of Rural Health, implementing a roadmap with a focus on building the cyber security capability and capacity across the health service
- By developing our manager's capability in financial management, resulting in improved sustainability
- CAH will develop and implement an environmental sustainability plan.
- CAH will maximize revenue sources through partnerships, management of activity and grant applications
- In partnership with CAH Foundation, develop and implement a fundraising strategy.

People and Culture

- CAH will embed a values-based culture through symbols, rituals and processes that support the workforce to behave and act consistently with CAH values by:
 - Developing and implementing a staff health and wellbeing plan &
 - The development & implementation of a rewards and recognition program
- CAH Staff participation in the People Matters Surveys is maintained and achieved at the levels specified in our Statement of Priorities so we can clearly measure employee satisfaction, engagement and Work Health & Safety
- CAH will embed a diversity and inclusion strategy resulting in increased recruitment and retention
- CAH will closely monitor and manage
 - Work Health & safety incidences
 - Lost Time Injury Frequency Rate
 - Leave Liabilities
- CAH will measure and enhance the client experience; engage consistently; provide appropriate care close to home and continue to uphold the highest standards of safety & quality.