

Dunmunkle Health Services Strategic Plan

Strategic Plan

Our Vision: To be the best rural health service in Victoria.

Our Mission: To provide a high quality, efficient and innovative health service.

Our Major Goals:

Key Issues:

1. Continuing to address community needs.
2. Adequate funding.
3. Capital Works to maintain adequate infrastructure.

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1. CONTINUUM OF CARE

Goal:

To promote a state of well-being in our community.

Objectives:

- To promote a state of optimal physical, mental and social well being, not merely by the absence of disease, in the community.
- To create an awareness of health and ways of preventing illness.
- To provide opportunities for people to achieve their best level of health, to encourage the community to actively plan, participate and evaluate programs that enhance well-being.
- To ensure equity and accessibility by providing services close to where people live and work without financial, geographical, cultural and other barriers.
- To participate in public debate and activity in order to protect and/or promotes the health of the community.
- To look at opportunities for bench marking with like agencies.

Strategies:

- To form collaborative networks with other health and community based services.
- To provide a range of health promotion/education programs relevant to the needs of the community.
- To seek opportunities to implement recommendations from the Service Plan.
- Regular planning and evaluation of health promotion programs.

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Continuum of Care cont....

Goal:

To provide the highest quality health care to meet the needs of our clients, residents and patients in a personalised and caring manner.

Objectives:

- To provide a safe homelike environment.
- To respect the dignity and rights of all individuals.
- To provide health services for all people on the basis of need.
- To encourage clients and families to take an active role in their own care.
- To comply with all relevant regulations, standards and practices in all areas of care delivery.

Strategies:

- To obtain regular feedback from clients, residents and patients.
- To ensure compliance with relevant legislation and standards.
- Maintain and expand attractive facilities and surroundings.
- To provide clients, residents and patients with all relevant information regarding their rights and responsibilities, treatment and care in plain language.
- Ensure clients, residents and patients privacy and confidentiality is maintained.

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2. LEADERSHIP & MANAGEMENT

Goals:

To ensure the Management System is responsive to the needs of clients, residents and patients, their families, staff and the community and the changing environment of health care.

To administer the Service's financial resources in a cost effective and responsible manner.

Objectives:

- Provide strong leadership through effective strategic planning.
- Review and implement Management Policies and procedures.
- To meet the relevant accounting standards and use sound budgeting practices.
- Continue to foster and nurture relationships with other organisations and all levels of government.
- Ongoing education of board members and executive staff in relation to governance.
- To provide opportunities for clients, residents and patients participation and feedback.

Strategies:

- Review the Strategic Plan on an annual basis.
- To ensure compliance with relevant legislation and standards.
- To monitor changing legislation and industry best practice.
- To employ suitably qualified staff.
- Board of Management monitoring of finances through regular reporting.
- To establish a system of analysis and review of all processes to address strategies and objectives of this plan.
- To address any recommendations from surveys, audits and to respond as appropriate.
- Ensure Policies and Procedures are relevant to legislations and regulations, governing health service provision in the state of Victoria.
- Actively seek opportunities for increased/additional Department funding.
- Assess annual performance and benchmark against like agencies.
- To meet health service targets within financial limits.
- Ongoing implementation of the organisational wide Risk Management System.
- Seek opportunities to attend governance education programs.

- Implement a succession plan for the health service.
- To monitor performance of the Business Plan.

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3. HUMAN RESOURCE MANAGEMENT

Goal:

To continue to employ appropriately qualified and credentialed professional staff.

Objectives:

- To support and encourage staff in pursuing education and training to enhance their skills.
- To provide leadership and direction for staff.
- To provide a safe, professional environment in which staff can develop and use their skills, whilst providing a high level of client care.
- To ensure adequate staff/patient ratios.
- To plan for the future staffing needs of the agency.

Strategies:

- To provide adequate time and resources for training and education.
- To provide effective, appropriate and clear communication channels between staff and management.
- To ensure an Organisation structure is in place.
- To ensure General Practitioner services in the area.
- Maintain/enhance our staff to ensure the best possible outcomes for clients, residents and patients.
- To ensure participation of Board of Management and senior staff on committees and forums seeking to address issues of staff shortages in rural and remote areas.

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4. INFORMATION MANAGEMENT

Goal:

To ensure sound information management systems are in place across the agency.

To ensure appropriate dissemination of information, both internally and externally.

Objectives:

- To provide and maintain up-to-date equipment.
- To keep up-to-date with changes in technology and to be aware of opportunities to improve services.
- To ensure all staff have knowledge of relevant communication systems (eg patient record system)
- To evolve a Strategic Plan.
- Continued promotion of the health service and its programs.
- Review Information Technology plan.
- Ensure that risks to the information technology system are managed to minimise disruption.

Strategies:

- Educating staff in latest health practices.
- Ongoing membership of GHICTA and GRAHNET
- Networking with other health services.
- Work towards a computerised client record.
- Continue IT management services.
- Ongoing review of health records to ensure they meet medico-legal and statutory requirements.
- To ensure adequate public relations.

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5. SAFE PRACTICE & ENVIRONMENT

Goal:

To provide a safe and comfortable environment that ensures the quality of care for clients, residents, patients and staff.

Objectives:

- Ensure Occupational Health and Safety Standards are complied with at all times.
- The ongoing maintenance of the Risk Management System.
- To ensure that buildings, plant, equipment, utilities, consumables and supplies are managed and operated to support safe practice and a safe environment.

Strategies:

- Continued education and review of Risk Management System.
- Ensure Infection Control Standards are maintained and exceeded.
- To ensure staff are trained in all emergency procedures.
- To ensure manual handling risks are identified and managed.
- Review and update of security processes and procedures.
- Ensure all dangerous goods and hazardous substances are managed in accordance with statutory requirements.
- Maintain the waste management system.
- Continuation of a Capital Works program for end-of-life asset replacement requirements.
- Continuation of the Asset Management Plan.
- To review and improve the Asset Management Plan.

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6. IMPROVING PERFORMANCE

Goal:

Improving performance that is leadership driven, embraced by all personnel and encourages client, patient, resident and community participation.

To provide the best quality health services.

Objectives:

- To promote a quality focused culture.
- To ensure and exceed, where possible, that required standards are met.
- To ensure the flow of communication between the Board of Management and staff.

Strategies:

- To ensure ongoing organisational planning.
- To continue to meet all of the accreditation requirements.
- To ensure appropriate ongoing resources are made available to the Quality Improvement programs.
- To ensure Managers continue to report on Dunmunkle Health Services activities at regular staff meetings.
- To support benchmarking at all available opportunities.
- Address recommendations from any surveys or audits.