

# 2017



2017  
CALENDAR  
YEAR

NORTH EASTERN  
COMMUNITY HOSPITAL  
& AGED CARE

STRATEGIC  
PLAN

## VISION

### WHAT OUR ORGANISATION WILL LOOK LIKE?

We will be the premier provider of health care excellence from birth to aged care

## MISSION

### WHO WE ARE

North Eastern Community Hospital Inc. is a not-for-profit organisation comprising both a private independent acute care hospital and a residential aged care facility that provide excellent care to the community through a comprehensive range of health services delivered in a safe and caring environment.

### OUR CORE VALUES

- Be recognised as leading carers and caring leaders
- Protect the dignity and rights of patients and residents
- Maintain and foster a strong affiliation with community service groups, health centres and medical and allied health personnel
- Nurture a dynamic and innovative culture to attract and retain the best personnel
- Continually update and improve facilities, equipment and technology
- Maintain financial stability
- Provide a harmonious and safe working environment

## STRATEGIC OBJECTIVES & ACTIVITIES

### HEALTH & AGED CARE FOCUS

1. All patients/residents will receive the best quality contemporary care.
  - 1.1 Develop a Dementia Care day model centre of excellence
  - 1.2 Achieve successful hospital re-accreditation against the new ISO 9001 standard
  - 1.3 Explore the feasibility of an integrated aged care model that encompasses home, respite and residential care

### COMMUNITY & FAMILY ENGAGEMENT

2. We will provide services to our patients/residents that are relevant and community focused.
  - 2.1 Implement new online consumer satisfaction surveys and reporting
  - 2.2 Upgrade the kiosk and install new public and private WiFi
  - 2.3 Implement the new LGBTIQ Program

### INVESTING IN OUR PEOPLE

3. We will continually strengthen the recruitment, retention and professional development of highly effective staff.
  - 3.1 Continue with the program of cultural change and workforce realignment
  - 3.2 Develop and implement new organisational values
  - 3.3 Implement electronic timesheets and payroll processing

### ORGANISATIONAL & FINANCIAL ENGAGEMENT

4. We will effectively employ our financial and operational resources to support our strategic goals.
  - 4.1 Implement the new Financial Management System
  - 4.2 Secure external funding/grants for future Aged Care development
  - 4.3 Continue with the implementation of the 'Road to Recovery'

## PHILOSOPHY

### HOW WE WILL GET THERE

We are committed to providing the best possible patient and resident care in the health and aged care environment, our commitment to excellence focusing on the patient/resident and recognising that each patient/resident is an individual who deserves the best possible care and service at all times.

## KEY PERFORMANCE INDICATORS

### HOW WE MEASURE SUCCESS

MEASURE	TARGET
Financial Performance (Hospital and Aged Care)	> Budget
Employee Professional Development Plans	100%
Reduction in WHS Incidents	5%
New Medical/Surgical Specialists	4
Implement New Services/Models	2
Growth in Activity	5%
Community Engagement Sessions	> 8