

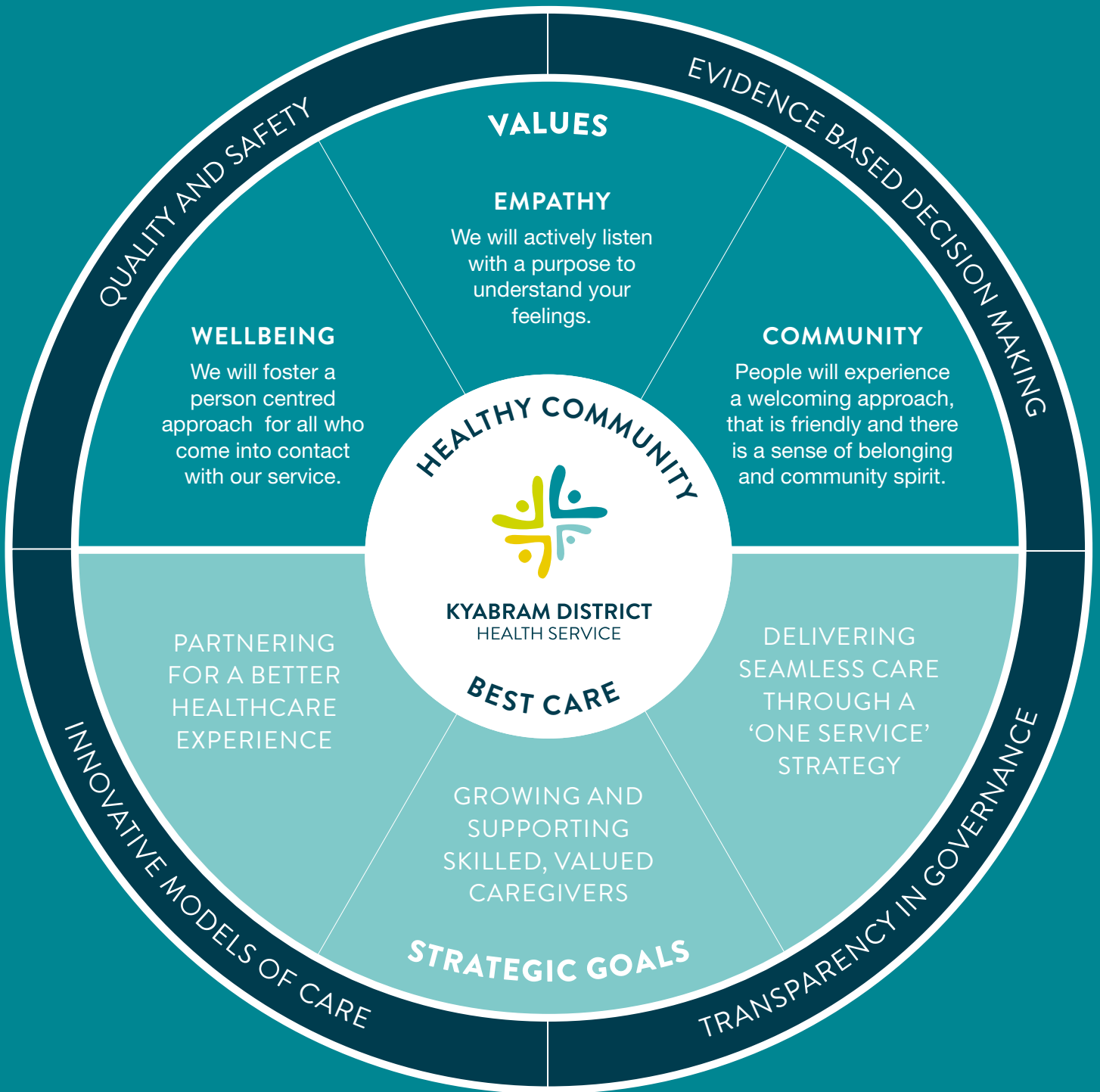


KYABRAM DISTRICT
HEALTH SERVICE



STRATEGIC PLAN

2018-2023



Cover artwork:

"Outta Space" by Maggie Guinan 7 years old

FOREWORD

Our new vision for Kyabram District Health Service (KDHS) continues to drive our service to make our community healthier whilst acknowledging that the care that we provide must be the best care possible.

To achieve the best care possible for our community, we must broaden our understanding of the consumers care experience and strengthen our ability to adapt our care models through innovation and evidence based practices.

Our goal is to achieve a more seamless health care experience through a “One Service” strategy where barriers to access care are reduced.

To achieve our vision, we recognise that our strength is our workforce who we must support, nurture and grow as our caregivers of the future.

ABOUT KDHS

KDHS is a public local rural health service located in North East Victoria.

KDHS provides services to both a rural primary catchment area across the Kyabram, Stanhope and Tongala communities and the secondary catchment population of the Hume and Murray health service sub regions.

KDHS provides a broad range of acute, subacute, aged, primary and community services.



VISION

Healthy Community. Best Care.

VALUES

EMPATHY

We will actively listen with a purpose to understand your feelings.

WELLBEING

We will foster a person centred approach for all who come into contact with our service.

COMMUNITY

People will experience a welcoming approach, that is friendly and there is a sense of belonging and community spirit.

STRATEGIC GOALS



Partnering for a better healthcare experience



Delivering seamless care through a 'One Service' strategy



Growing and supporting skilled, valued care givers

UNDERPINNING PILLARS

- Quality and safety
- Evidence based decision making
- Innovative models of care
- Transparency in Governance



WHAT WE WILL FOCUS ON IN THE NEXT 5 YEARS

- An increased focus on prevention and early intervention to reduce the likelihood of poorer health outcomes with improved coordination across regional and sub regional planning areas to support a responsive and flexible approach to care.
- Consolidating a strengthened clinical governance framework and supporting clinical service delivery within defined capability frameworks.
- Supporting early discharge and hospital avoidance through the expansion and strengthening of home based service options such as community nursing and palliative care in the community.
- Building the collaborative skills of our 'caregivers' to ensure the provision of care which addresses the range of complex care requirements of our community.
- The recognition of community and consumer values in the development, planning and implementation of population level interventions in healthcare
- Advances in technologies that support best care will result in new resource requirements over time to expand the capacity of KDHS, both in terms of infrastructure and service capacity.





GOAL 1

PARTNERING FOR A BETTER HEALTHCARE EXPERIENCE

Through effective partnering, KDHS will work to identify and capitalise on opportunities to collaborate and coordinate our services. We will form strong partnerships with the local community, consumers, organisations and regional health service partners to increase and strengthen the accessibility to safe, timely and effective local health service.

STRATEGY 1.1

Local and regional partnerships are established and strengthened to ensure that we act as one system for the benefit of the consumer and the best use of resources.

STRATEGY 1.2

We build pathways based on evidence to deliver equitable access to the right care at the right time to reduce the variability of outcomes.

STRATEGY 1.3

We strengthen our engagement with consumers and their families in all aspects of their care.



GOAL 2

DELIVERING SEAMLESS CARE THROUGH A 'ONE SERVICE' STRATEGY

Seamless care is achieved when a person's health care journey through our service from beginning to end is experienced as one single coordinated service, irrespective of who delivers the care and the location that the care is delivered to.

A *One Service* strategy creates a stronger and more efficient health care system by bringing acute, sub acute, aged, primary and community services of KDHS together by creating high quality, safe and connected care through seamless and sustainable models of care which ultimately result in a best care journey for the consumer and their families.

STRATEGY 2.1

Develop innovative population based healthcare strategies to meet the diverse health needs of the community.

STRATEGY 2.2

Deliver evidence based safe, effective care.

STRATEGY 2.3

Integrating and better connecting KDHS internal and contracted services so that the care recipients receive seamless health care.



GOAL 3

GROWING AND SUPPORTING SKILLED, VALUED CARE GIVERS

We recognise that to achieve our vision to achieve *best care* we need to ensure that KDHS continues to attract and retain the best 'caregivers'.

To achieve this vision, KDHS must address its ageing workforce resulting in potential loss of skills and knowledge in our workforce. To counter this, KDHS must be seen as an employer of choice for both the skilled healthcare workforce and importantly, for the local young people looking for their next career move. To develop models for innovative practice that will assist in best care delivery, we must take the philosophy that we are never too old or young to learn.

STRATEGY 3.1

We demonstrate our commitment that everyone is recognised as a 'caregiver' for their contribution to the healthcare experience.

STRATEGY 3.2

Our caregivers are motivated to achieve great outcomes through a safe, respectful and valued workplace.

STRATEGY 3.3

Our people are educated to provide excellence in service delivery and teach with confidence.

STRATEGY 3.4

Promote and develop career opportunities for young local people.

STRATEGY 3.5

Embed a culture that promotes and encourages innovation, leadership and collaboration.

**KYABRAM DISTRICT
HEALTH SERVICE**

Fenaughty Street, PO Box 564
Kyabram VIC 3620

(03) 5857 0200
info@kyhealth.org.au

www.kyhealth.org.au