

VISION *Mildura Base Public Hospital – providing exceptional care.*

PURPOSE *To improve health outcomes for our tri-state communities, by creating partnerships, leading a culture and building our team to deliver sustainable services.*

CARING FOR OUR COMMUNITY

Ensuring our focus is on person centred care.

What we will do

Treat every patient as an individual, being respectful of, and responsive to, their preferences, needs and values.

Review and evaluate existing care and service models to better suit local needs.

Co-design new models of care and services in partnership with consumers to respond to their changing needs.

What does this mean?

We put the consumer at the centre of our care and services we deliver

We seek out and understand what is important to our patients to establish trust and mutual respect.

We work together with our patients to share decisions and plan care.

Using best evidence-based practice to deliver exceptional care.

What we will do

Deliver care that takes into account learnings and evidence in a rapidly changing health care environment (ie. Pandemic response).

Ensure quality and safety underpins how we respond to our communities new and differing needs.

Participate in opportunities for research and translation of research to support innovative models of care and service delivery.

What does this mean?

We recognise that health care is a fast moving environment and new research and evidence needs to be incorporated into how we deliver our care.

Keeping our consumers safe is our priority in all of our endeavours.

We will form partnerships and participate in opportunities that help us deliver best practice care.

Empowering our communities to manage and improve their health and wellbeing while we demonstrate an everyday leadership role with better health.

What we will do

Promoting health and wellbeing when consumers receive our care and participating in the prevention and early detection of illness and screening and wellbeing initiatives.

Our staff and volunteers are role models/champions of better health.

Use population health data and approaches when we design and develop services and programs.

Ensure that our programs and services target improving consumer health literacy.

Explore partnerships with other regional health services in prevention opportunities.

What does this mean?

We communicate clearly to our patients, clients and families and use a variety of methods to reach our community.

We use plain language to explain what we are doing and are planning to do.

We encourage and support our community to participate in health and wellbeing initiatives and provide opportunities for our community to participate in programs that detect illness.

We use local health and population data to understand what we can do to help our community achieve better health.

We work closely with other local and regional health service providers to improve consumer and community health and wellbeing.

ASPIRATIONAL THROUGH OUR CULTURE

Leading a values based, accountable, quality & safety culture.

What we will do

Openly communicate to each other and our community.

Be a diverse and inclusive workplace.

Build a culture of 'no-blame', safety and continuous improvement.

Regularly review our people metrics.

What does this mean?

We discuss when things don't go well or have not gone to plan with our staff and community.

We use feedback from our consumers, analyse data and hold reviews to help us deliver better care and services.

We are a supportive organisation that welcomes all cultures and backgrounds, gender, sexuality and experiences.

We use data to improve how our organisation functions and to support our staff and managers in making good decisions.

Staff leading the continuous improvement of service delivery and provision of care.

What we will do

Work collaboratively in a multidisciplinary environment to improve performance through teamwork.

Create environments that support leadership and peer to peer engagement.

Invest in technology, tools and improvement resources.

Develop project management and performance improvement teams.

Utilise and act on staff input and feedback.

Invest in staff and manager training.

Create incentive, recognition and reward programs.

What does this mean?

We support and encourage our staff find ways to improve how we work to deliver and support care.

We listen to our staff when they have ideas about doing things better.

We want to hear from our staff when our staff identify things that are not working.

We will offer regular training and education to keep our staff up to date and delivering the best care and services.

Operating safely and efficiently with a skilled and effective workforce.

What we will do

Achieving a full staff profile.

Improve the health and safety of our staff and volunteers.

Policies, procedures, systems, equipment and work environment enables our workforce to deliver better care.

Meeting all accreditation and compliance requirements.

What does this mean?

We are a better organisation when we don't have too many staff vacancies and the right people are doing the right roles.

The health service and all its programs are regularly assessed against quality and safety standards that keep our staff, consumers and community safe.

We know it is important for our staff and volunteers to be as healthy as they can be.

We will make sure that our work places and buildings are safe for everyone, and equip our staff and volunteers to do their jobs well.

Being an employer of choice, enabling our staff to be their best.

What we will do

Improve vacancy rates and attrition of staff.

Establish training pathways linked to tertiary organisations.

Encourage our staff to share their knowledge and experience through mentoring and supporting their peers and team.

We identify ways to encourage those who seek to enhance their skills, by providing training and development opportunities.

What does this mean?

We want our organisation to be known as a great place to work.

We value our staff staying longer term in roles that they enjoy and to share their knowledge and wisdom through mentoring others.

We will partner with universities and training providers that can train our future staff.

TRUSTED IN OUR RELATIONSHIPS

Community have an understanding the role of the hospital and have confidence in the services.

What we will do

- Listen and learn from the experiences of our consumers and communities.
- Raising awareness of our programs, services and models of care.
- Increasing community engagement and communication opportunities.

What does this mean?

- We will take the time to hear from our consumers to make improvements.
- We will make information about services easy to obtain and understand.
- We will make it easy as possible to access our services when you need them.

Partnering across sectors to strengthen our services.

What we will do

- Be a collaborative and transparent partner in order to provide care and more responsive services.
- Establishing an MOU with regional healthcare providers.

What does this mean?

- We know that when we work together with other health service providers we can all deliver better services for our community.
- We will make decisions in partnership that are based on equity and fairness in order to achieve better health care and services.
- We will work with like-minded organisations with the common goals of better care and better health for our community.

Addressing our communities shared challenges in partnership by applying innovative solutions.

What we will do

- Identifying a shared local health and wellbeing problem to develop a shared partnership project and seek joint grant funding.
- Seek out innovative partnerships in rural health education and developing models of care and services.

What does this mean?

- We will work with partners to improve specific health and wellbeing challenges that exist in our community and our region.
- We will identify partners to deliver new education opportunities and to inform how we plan and deliver new care and service models.

SUSTAINABLE IN OUR SERVICES

Reinvesting in the community and its wellbeing through sustainable models of operations.

What we will do

- Achieving a balanced budget.
- Reducing duplication in process/effort
- Identifying opportunities to spend time with patients rather than on administration.

What does this mean?

When our organisation is efficient with our resources we have more to give back to the community with new programs and services.

Delivering and supporting shared services to improve access to the best and right care.

What we will do

- Be recognised as a sub-regional leader in health by creating and delivering shared services.
- Implement communication frameworks with community and staff.
- Establish a governance structure of equity through memorandum of understanding where every partner has equal input and fairness in order to achieve good healthcare outcomes.

What does this mean?

We will make decisions with the services we partner with that patient and community at the centre of care and are based on equity and fairness in order to achieve good healthcare outcomes.

We know that we can get better results and provide more effective services when we work together. We are better together so we will always do what we can to support all health services in our sub region.

We will work with other services to find ways that we can share resources, skills and find opportunities to improve how we deliver care to our community.

Strengthening our planning approach with the patient at the centre to ensure a positive impact on the health and wellbeing of our community.

What we will do

- Planning for our future needs with an evidence base that demonstrates what services our community needs into the future.
- Developing and attracting support to fund a masterplan.

What does this mean?

We will continue to work with our government funders to identify what our health service needs are to provide great care and services into the future.



Happy
WE ARE POSITIVE



Empathetic
WE ARE CARING



Accountable
WE ARE COMMITTED



Respectful
WE ARE OPEN TO OTHERS



Team-based
WE ARE ONE TEAM

