



BALLAN
DISTRICT
HEALTH
AND CARE

STRATEGIC PLAN 2020-2023



I

Integrity



C

Collaboration



A

Accountability



R

Respect



E

Excellence
in Care

Vision

To be a leader in rural healthcare.

Mission

Ballan District Health & Care is committed to partnering to deliver high quality integrated health and wellbeing services.

Values



ICARE

Integrity – we approach others with fairness, honesty and openness.

Collaboration – we commit to common goals based on open and honest communication, while showing concern and support for all. We are dedicated to working together for common interests and responsibilities.

Accountability – we personally commit to delivering our best, taking responsibility for our decisions and actions.

Respect – we respect the feelings and beliefs of others. We acknowledge everyone's unique strengths and value diversity.

Excellence in Care – we care about our patients, our people and our community. We strive for excellence and quality in everything we do.

Strategic Priorities

- 1 Accessible community health** – working with the community as partners to ensure individual healthcare needs are met with an integrated and responsive service.
- 2 Better health outcomes** – providing better health outcomes, reflective of current technology and client expectation.
- 3 Effective relationships and community involvement** – maintaining effective relationships with key community stakeholders to improve community engagement.
- 4 Individualised care** – providing high quality care that is safe, personal and effective, with a strong focus on consumer experience.
- 5 Strong governance and sustainability (workforce and financial)** – maintaining strong governance frameworks for all levels of the organisation.

Strategic Goals

1 Accessible community health – working with the community as partners to ensure individual healthcare needs are met with an integrated and responsive service.

BDHC aims to provide:

- Timely access to services.
- A focus on prevention and wellness.
- An inclusive health service that meets the needs of our diverse community.

2 Better health outcomes – providing better health outcomes, reflective of current technology and client expectation.

BDHC aims to ensure:

- The use of leading-edge technology.
- Healthcare pathways and referrals are based on best practice.

Strategic Goals continued

3 Effective relationships and community involvement – maintaining effective relationships with key community stakeholders to improve community engagement.

BDHC aims to:

- Increase engagement with community members across all age ranges.
- Promote a diversity mindset for all staff, to encourage all community members to feel welcome to engage with BDHC.
- Foster relationships with key health and community services across the Moorabool Shire and Grampians region.
- Explore new models of care to support delivery of care in the community and in the home.
- Partner with other services and providers to better coordinate and improve access to timely care.

4 Individualised care – providing high quality care that is safe, personal and effective, with a strong focus on consumer experience.

BDHC aims to ensure:

- Implementation of the relevant standards, including the National Safety and Quality Health Service (NSQHS) Standards and Australian General Practice Accreditation Limited (AGPAL) requirements.
- Provision of the best services to meet individual care needs, including via tailored care plans.

Strategic Goals continued

5 **Strong governance and sustainability (workforce and financial)** – maintaining strong governance frameworks for all levels of the organisation.

BDHC aims to:

- Maintain financial security and operate in a way that ensures financial viability.
- Ensure strong financial knowledge and robust management systems.
- Maintain a clear governance structure, with defined accountability and reporting requirements, with a skills-based Board membership.
- Undertake an annual review of governance integrity.
- Ensure all staff have clear role descriptions and key performance indicators.
- Provide robust reporting of key clinical and corporate governance indicators.
- Build capabilities of staff through career progression and professional development opportunities.

Success Measures 2020-2023

1 **Accessible community health** – working with the community as partners to ensure individual healthcare needs are met with an integrated and responsive service.

- Develop a workforce plan that compliments the health needs of the community.
- Continue work to recruit and retain general practitioners to ensure BDHC maintains the appropriate number of GPs to service the people of Ballan and the surrounding districts, both now and into the future.
- Deliver Models of Care that align with community needs and government reform.
- Implement and refine BDHC's Clinical Governance Framework to ensure services are accessible, safe, effective, integrated, evidence informed and culturally inclusive.
- Improve the planning and coordination of health care for patients with chronic or terminal medical conditions.
- Develop and implement a plan to increase awareness and usage of the BDHC Health & Wellness Centre (including the hydrotherapy pool and gym).
- Promote a more diverse, respectful and inclusive health service via promotion and implementation of BDHC's Diversity Plan.
- Collaborate with Aboriginal community members to improve health outcomes for Indigenous people (via implementing our Diversity Plan).

Success Measures 2020-2023

2 **Better health outcomes** – providing better health outcomes, reflective of current technology and client expectation.

- Draft and deliver against ICT Strategy (Information and Communications Technology).
- Develop ICT infrastructure and systems to enable optimal service delivery to more clients. Monitor and review any changes.
- Communicate technological advancements and changes to Consumer Representatives and the community, with feedback welcomed and implemented, if appropriate.
- Research and integrate an online booking system for GP Clinic appointments.
- Improve retention of engaged and skilled staff by promoting a culture of learning and continuous improvement. Encourage the sharing of new ideas and promote opportunities for advancement.
- Utilise best available evidence and data to improve health outcomes.
- Ensure consumer involvement in creation of care plans.

Success Measures 2020-2023

3 **Effective relationships and community involvement** – maintaining effective relationships with key community stakeholders to improve community engagement.

- Maintain and evaluate BDHC's Consumer Representative Program, to ensure consumer feedback is at the centre of everything we do.
- Develop and implement a BDHC Communications Plan to enhance our public profile, ensuring improved visibility and reach.
- Meet regularly with community stakeholders and provide BDHC updates, when appropriate. Aim to ensure transparency and increase Association membership.
- Attend relevant community meetings and events, to increase community engagement and awareness of BDHC services.
- Promote BDHC's Diversity Plan to all staff, to encourage an inclusive culture.

Success Measures 2020-2023

4 **Individualised care** – providing high quality care that is safe, personal and effective, with a strong focus on consumer experience.

- Identify the health priorities for the community and align BDHC services to improve consumer outcomes.
- Develop interagency partnerships, or strengthen internal/external partnerships, to better meet the health care needs of the community.
- Ensure care is delivered in partnership with consumers and is respectful of their individual preferences.

5 Strong governance and sustainability (workforce and financial) – maintaining strong governance frameworks for all levels of the organisation.

- Improve facilities and assets to enable high quality service delivery (delivery against Asset Maintenance Plan, Essential Safety Measures Plan and Capital Expenditure Plan).
- Improve positioning for a sustainable future by ensuring BDHC initiatives and services meet community and organisational needs. This may include internal business consolidation.
- Establish appropriate partnerships – government, agency and healthcare – to improve organisational and financial performance. Monitor and evaluate the effectiveness and sustainability of the partnerships.
- Complete and regularly review performance plans for BDHC business areas.
- Ensure Board members and the Senior Leadership team lead an ethical, values-driven organisational culture – invest in training and leadership performance.
- Develop and maintain appropriate Board sub-committees.

5 Strong governance and sustainability (workforce and financial) – continued.

- Undertake an annual review of governance integrity.
- Commit to continuous improvement and excellence.
- Implement and drive a clinical governance framework and person-centred care.
- Measure against performance indicators, to ensure a minimum standard of accreditation is achieved.
- Decrease instances of adverse events and avoidable harm for staff, patients and residents.
- Ensure consistent improvement in measures of consumer experience.
- Increase the rate of satisfactory resolution of complaints.

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Opportunity on Inglis

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ballanhealth.com.au



Ballan District Health & Care acknowledges the Traditional Owners and Custodians of the lands where we live, learn and work. We pay our respects to the people, the cultures and the Elders past, present and emerging.

BDHC is committed to a safe and inclusive workplace, policies and services for people of LGBTIQ+ communities and their families.