

OUR VISION

Enriching our community's health

OUR ROLE

To deliver services and support the health and well-being of our communities

STRATEGIC DIRECTIONS

1. Build our future
2. Deliver quality services
3. Support our people
4. Engage with and strengthen our community

OUR VALUES

Respecting others
Teamwork
Being innovative
Being consultative
Being accountable

TOP 10 MANAGEMENT PRIORITIES

1. Develop a solution for the care of our ageing population.
2. Develop excellence in the integration of our care.
3. Ensure financial sustainability into the future.
4. Strive for excellence in care delivery through monitoring and evaluation.
5. Ensure that the community has equity of access to appropriate health care through partnership and advocacy.
6. Maintain a skilled workforce.
7. Continue to engage with our community and respond innovatively to their needs.
8. Build on the Risk Management Framework to effectively manage our risks.
9. Continue to develop the capability of the community to manage their own health and well-being issues.
10. Participate in and lead the development and implementation of community planning.



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2008 - 2012

STRATEGIC PLAN

Enriching our community's health...



What we will do for you in 2009 - 2010

1	Strategic goal	Deliverables
Build our Future	Ensure financial vigour	<ul style="list-style-type: none"> • Deliver service outcomes within the MPS budget • Continue to build on the current revenue • Redevelop the Capital Plan in the context of the new ORH Service Plan
	Enhance and protect reputation	<ul style="list-style-type: none"> • Fully comply with the Risk Management Framework • Develop systems to measure the quality and impact of our services
	Promote and foster innovation	<ul style="list-style-type: none"> • Develop a Service Plan to meet the current and future needs of the communities serviced by ORH • Commence the master Plan which will address the Aged Care beds issues and space for the perceived growth of acute and community services. • Commence phase two of the Integrated Model of Care project • Continue with the negotiations on the first phase of the Community “Hub” precinct and investigate viable funding streams for further development of the concept. • Pursue options for the extension of the Medical Clinic in the context of the ORH Service and Master Plan • Develop an options paper to identify a site that will meet the needs of the Men’s Shed program.
	Enhance relationships with funders	<ul style="list-style-type: none"> • Ensure we meet the operational activity targets for the MPS as agreed with the funding bodies • Develop a standard reporting framework in partnership with the funding bodies and other MPS’s • Comply with our reporting requirements internally and externally.
	Profile our capability	<ul style="list-style-type: none"> • Complete and implement the Social marketing and Communication Plan • Redevelop the ORH website and the ORH suite of information brochures.

2	Strategic goal	Deliverables
Deliver Quality Services	Service Integration	<ul style="list-style-type: none"> • Participate and provide leadership in the regional forums addressing integration of care. • Research the feasibility of enhancement of electronic patient files. • Focus on care coordination and case management
	Evaluate our services to ensure that our services are of a high quality	<ul style="list-style-type: none"> • Maintain our Australian Council of Healthcare Standards accreditation status by addressing the recommendations. • Select two EQUIP standards to seek an Extensive Achievement outcome • Identify benchmark partners to measure and compare service standards. • Evaluate our current quality system and establish key organisational indicators • Continue to maintain, evaluate and enhance the complaints and commendations process.
	Safe and caring environment	<ul style="list-style-type: none"> • Fully implement the new web based Risk Management System • Evaluate the effectiveness of the Clinical Standards Committee in the context of Clinical Governance principles. • Continue to monitor our professional credentialing process and introduce systems to monitor scope of practice and performance management. • Implement the actions developed as a response to the Victorian Patient Satisfaction Monitor feedback.
	Dynamic and contemporary culture	<ul style="list-style-type: none"> • Continue to implement innovative home based and community programs • Recruit into and develop the role of the Aged Care Nurse Practitioner • Seek funding for the introduction of the Rural Advanced Practice Nurse model.

3	Strategic goal	Deliverables
Support Our People	To ensure it is a great place to work	<ul style="list-style-type: none"> • Implement the Human Resource Management Plan • Complete and implement the Staff Wellbeing Plan as part of the HR Plan • Implement the actions developed from the People Matters Survey • Formalise the agreed leadership model for ORH and provide education on the organisational values
	Flexible workforce design	<ul style="list-style-type: none"> • Continue with the departmental, group and individual Work Plans to enable professional autonomy and accountability. • Develop short term project models of work, based on professional interests.
	Professional accountability	<ul style="list-style-type: none"> • Develop an Intranet site for the use of staff to enhance their knowledge of ORH operations. • 100% compliance to the criteria set out in the HR Plan, position descriptions, employment contracts and mandatory training.
	Reward and recognition	<ul style="list-style-type: none"> • Seek opportunities for the organisation, work groups and individuals to be recognised for best practice contributions. • Continue to support the Staff Well Being Plan
	Safe environment	<ul style="list-style-type: none"> • Fully comply with the Occupational Health and Safety Act and internal OH&S Plan and policies. • Evaluate the first year performance of the Employees Assistance Program.
	Learning environment	<ul style="list-style-type: none"> • Implement the Strategic Education and Training Plan • Continue to support the special interests of staff through access to training • Support our medical staff to access the appropriate proceduralist training.

4	Strategic goal	Deliverables
Engage With and Strengthen Our Community	Improving access to services and support linkages	<ul style="list-style-type: none"> • Develop and implement a formalised Out Reach Plan as part of the Health Promotion Plan • Continue to support and improve the outcomes of the Healthy for Life Program • As part of the Consumer Access Plan review the signage in the organisation and protocols associated with the use of interpreters.
	Engagement through community participation and consultation	<ul style="list-style-type: none"> • Continue the development of the Community Advisory Committee • Utilise consumers in the development and evaluation of our programs • Continue using the Conversations with the Community programme to receive feedback from the community.
	Creating connections through leadership and advocacy	<ul style="list-style-type: none"> • Provide expert opinion and advocacy on health and well being matters that affect our community • Continue to participate in regional forums that are of benefit to our community. • Continue to actively participate in the East Gippsland Shire community planning process
	Embracing diversity	<ul style="list-style-type: none"> • Complete the Memorandum of Understanding with Moogji • Continue to implement the actions within the Koori Health Development Plan • Continue to implement and report on the Cultural Diversity Plan
	Creating opportunities to strengthen community capability and individual empowerment	<ul style="list-style-type: none"> • Continue to implement the principles of the Active Service Model • Increased participation in community outreach programmes. • Produce professional, evidence based resources for issues that affect the families in our community.