

My team *is* **BRHS**



Strategy 2017-2021



Our Organisation

Bairnsdale Regional Health Service operates under a guiding Vision, Role Statement and a set of Strategic Objectives, Organisational Principles and Trademark Behaviours that define our organisation

**Your health,
our priority**

Vision

Respected leader of outstanding health care

Role Statement

To improve the health and wellbeing of the East Gippsland community by providing accessible, high quality and sustainable health care.

Strategic Objectives

- Safe, Effective Care
- Skilled, valued and compassionate workforce
- Leadership, accountability and a sustainable future
- The consumer at the centre

Our Principles



Progressive

BRHS will ensure that our models of care are evidence based and contemporary and we are leaders of regional health care in a rural environment.



Accountable

BRHS will acknowledge our obligations through a culture of honesty, trust and absolute responsibility for its action.



Competent

BRHS will demonstrate compassion, proficiency and knowledge as a learning organisation to ensure our care is always safe and effective.



Person Centred

BRHS will work in partnership with patients, families and carers to empower them to make informed decisions about their own health and create a positive patient experience.



Collaborative

BRHS will establish relationships that enhance the delivery of safe, effective and integrated and high quality health services for the community of East Gippsland.



Trademark Behaviours

- Display trust & mutual respect
- Have courage to change
- Step up & take responsibility
- Be positive & support others
- Learn & apply knowledge

1.

Safe, Effective Care

Our goal	This is what we mean
Our care is safe	<p>We work towards the best outcome possible for the consumer. We benchmark our care to ensure our standard of care is the best it can be.</p> <p>We embrace open disclosure about our own performance as a service.</p> <p>We deliver high quality, safe care and evaluate our care to ensure it is the best available.</p> <p>We invest in the development of the workforce to ensure they are skilled and compassionate.</p>
Right care, right time, right place	<p>We ensure access to care locally or escalate the care to the right place at the right time.</p> <p>We create partnerships to ensure the best coordination of care.</p> <p>We plan ahead to ensure that the care we provide matches the needs of our community and advocate to fill the gaps.</p>
Create and adopt leading health practices	<p>We innovate and create new models of care as we adjust and adapt to changes in our community and changes in demand.</p> <p>We use evidence based knowledge and logic to be the best we can be within our role and scope.</p>
Contact with BRHS is a positive experience	<p>We involve the consumers in the design of their care and work with them to meet their goals.</p> <p>We are compassionate and honest and use each contact as an opportunity to build the health knowledge of our consumers.</p> <p>We are considerate, culturally aware and respect diversity.</p>

2.

Skilled, Valued and Compassionate Workforce

Our goal	This is what we mean
Our staff are safe, motivated and feel valued	<p>We maintain an environment that is physically and emotionally safe and pays attention to staff health and wellbeing.</p> <p>We remember to celebrate and acknowledge success and build pride and confidence across the organisation.</p> <p>We provide a great place to work.</p>
Our people are educated to provide excellence in service delivery and teach with confidence	<p>We build and maintain competency to enhance the expertise of staff and improve job satisfaction.</p> <p>We recognise the need to transition to a learning and training organisation.</p> <p>We participate in research and industry wide initiatives.</p>
Our staff are capable of responding with resilience in an environment of change	<p>We recognise that change is constant and can take courage. We also recognise that the health sector workplaces have unique pressures. We work to ensure that staff are provided with the skills, resources and leadership to be resilient to be prepared for and stimulated by change.</p>
We demonstrate our commitment to our principles and trademark behaviours	<p>Our Principles and Trademark Behaviours are clear and we will continue to work to ensure that expectations are clear and consistently demonstrated. When working within these principles we create an environment that is a positive experience for consumers, for our staff and all who have contact with the organisation.</p> <p>We embrace our professional accountability and will strive to communicate with clarity and compassion.</p>

3.

Leadership Accountability and Sustainable Future

Our goal	This is what we mean
Measure the things that matter	<p>We understand that we must be accountable for our business and clinical performance so we collect and monitor data and convert it to knowledge which helps us do better.</p> <p>We are open and transparent and benchmark our performance.</p>
Manage risk to support the achievement of our strategic goals	<p>We understand the risks at all levels in the organisation. We actively monitor and mitigate our risks as we know this is critical to managing consumer and staff safety; our reputation, community trust and financial viability.</p> <p>We actively work with other agencies to reduce exposure to risk.</p>
Optimise our resources	<p>We are efficient, but at the same time are effective and live within our means.</p> <p>We work with the funding bodies to ensure funding to meet the needs of our community.</p> <p>We understand the value of planning for the future.</p> <p>We reduce our carbon footprint with smarter energy usage, reduction of waste and are responsive to the impact of climate change.</p>
Optimise the use of technology as an enabler	<p>We embrace technology where it can add value to care, safe service delivery, decision-making, effectiveness and efficiency.</p>
Meet our objectives through leadership	<p>Many things are achieved if done with others so we support and lead regional initiatives.</p> <p>We recognise when leadership is required.</p>

4.

The Consumer at the Centre

Our goal	This is what we mean
Consumers are empowered to partner in the design of their care	<p>We genuinely engage with consumers to understand their care goals.</p> <p>Our staff have the skills and attributes to be the consumer's partner in care.</p> <p>Our services and models of care are designed with input from our consumers.</p>
Accessible health information	<p>Our information is accessible and designed to assist our consumer to be able to make decisions about their own health and self-manage as appropriate.</p>
Consumers are informed and understand their options	<p>The consumer has knowledge of the health system and the pathway options available.</p> <p>Our staff are open and honest and support choices made.</p> <p>We ensure that our consumers understand the mutual responsibilities and their role in creating a good health outcome.</p>
Partner with others to create an integrated health system	<p>Partnerships continue to be created to ensure that we act as one system for the benefit of the consumer and the best use of resources.</p> <p>We continue to build pathways to create equitable access to the right care at the right time to reduce the variability of outcomes.</p>



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