



Strategic Plan – Activity Plan 2015/2016



East Grampians
Health Service

improving the health
of our community



GOAL ONE - 2015/16 ACTION PLAN

Develop a service that is responsive to community needs

Strategy 1 - Provide a comprehensive range of services for older people				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Develop an integrated community services model of care to support older community members in their home environment.	Director Community Services	Develop a service model for supporting older community members	30/06/16	
Review of Community Aged Care Services and community care packages submitted if required	Director Community Services	Review Community Aged Care service model	30/06/16	
Strategy 2 - Develop population health sustainable strategies to meet the needs of the community				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Seek support to a sustainable model of care for Willaura Health Care	Chief Executive	Funding received to implement model of care	30/6/15	
EGHS to pursue the implementation of fluoride in water supply.	Chief Executive	Ararat water supply fluoridated	31/12/15	
EGHS leads the implementation of strategies from the Municipal Health and Wellbeing Plan	Director Community Services	Meet all timelines where EGHS is the lead agency.	30/6/16	
Strategy 3 – Develop a rural centre of excellence for the EGHS model of care for obstetrics				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Excellence an embedded philosophy and ensure all obstetric programs are based on best practice.	Director of Clinical Services	EGHS audits obstetric best practice that will ensure a target of 140 Births for 2015-2016	30/6/16	
EGHS to maintain four GP obstetricians on roster. Three with caesarean capacity including obstetric registrar. Four GP anaesthetists on roster.	Director Medical Services	4 GP obstetricians 3 obstetricians with caesarean capacity including Registrations 4 GP anaesthetists	31/12/15	



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Medical Intern program for PGY1 to continue in 2016	Director Medical Services	PG1 Intern medical positions offered for 2016	31/12/15	
EGHS to have sustainable midwifery staffing model in place	Director of Clinical Services	A minimum of 1 midwife per annum in training	31/12/15	
Strategy 4 - Provide responsive and equitable access to services				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Resubmit integrated community health centre proposal.	Director of Community Services	Capital funding received for the Integrated Community Health Centre at EGHS in 2016 May budget	31/5/16	
Investigate community need and feasibility to access centre based services such as radiography, surgical admissions and community services.	Chief Executive	85% of surveyed clients report they are able to make an appointment at a suitable/convenient time.	30/06/16	

GOAL TWO - 2015/16 ACTION PLAN

Improve the health status and experiences of our community

Strategy 1 - Provide increased primary health care to disadvantaged and marginalised groups

Activity	Who is responsible	Key Results	Timeframe	Outcome
Develop a sustainable model for the provision of dental services to children.	Director of Community Services	70% of all primary students are seen by EGHS or private dental services in 2015/2016	30/6/16	

Strategy 2 – Lead local and regional programs to improve the health of the community

Activity	Who is responsible	Key Results	Timeframe	Outcome
Work in partnership with Budja Budja to increase dental services.	Director of Community Services	80% of Budja Budja clients at Halls Gap offered appointment to see the dentist	30/6/16	
Implement evidence based and sustainable strategies to target childhood obesity in partnership with Municipal Health and Wellbeing Plan agencies.	Director of Community Services	Population Health Survey of Department of Health and Human Services shows a reduction in childhood obesity	30/6/16	
Implement evidence based and sustainable strategies to reduce smoking and alcohol consumption in partnership with Municipal Health and Wellbeing Plan, Ararat Rural City, DHHS and other key stakeholders.	Director of Community Services	Alcohol and smoking rates reduced in Population Health Survey of the Department of Health and Human Services	30/6/16	
Volunteers promoted and have a supervision and monitoring framework implemented.	Director of Clinical Services	EGHS to increase levels to 150 volunteers. Supervision model implemented.	30/6/16	



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GOAL THREE - 2015/16 ACTION PLAN

Expand service workforce and system capacity

Strategy 1 – Implement innovative contemporary models of care				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Introduce the Montessori model of care into 70 Lowe Street residential aged care facility	Director of Clinical Services	Montessori education of staff to be provided and model of care commenced	31/12/15	
Introduce a falls management model of care	Director of Clinical Services	Falls management program to be implemented in residential aged care and acute care. Reduction in numbers and impact of falls.	31/12/15	
Develop a medication safety model of care	Director of Clinical Services	Medication safety model to be implemented. Reduction in medication errors.	31/12/15	
Strategy 2 – Develop clinical partnerships to improve integration and sustainability of our workforce				
Activity	Who is responsible	Key Results	Timeframe	Outcome
Develop a student clinical placement program for all clinical disciplines	Director Development & Improvement	Student clinical placement programs are implemented for <ul style="list-style-type: none"> • Nursing – Enrolled, Registered and Midwifery • Medical students • Dental • Physiotherapy • Podiatry • Occupational Therapy • Speech Pathology • Dietetics and Nutrition • Social Work. • Exercise Physiology • Medical Imaging – Radiography and Sonography • Pharmacy Student clinical placement program activity is greater than 2800 days.	30/6/16	
Develop and pilot sustainable advanced practitioner models in allied health.	Director of Community Services	Pilot of advanced practice roles completed and evaluated	30/6/2016	



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Strategy 3 – Provide increased opportunities for teaching and learning in partnership with others

Activity	Who is responsible	Key Results	Timeframe	Outcome
Provide a Certificate III in aged care and home and community care education program	Director Development & Improvement	Certificate III in aged care, home and community care offered at EGHS in 2015	31/12/15	
Provide Diploma of Nursing course	Director Development & Improvement	Diploma of Nursing offered at EGHS in February 2016.	1/2/16	
Provide Diploma of Management	Director Development & Improvement	Diploma of Management offered at EGHS in 2016	1/2/16	
Strengthen staff engagement	Director Development & Improvement	EGHS staff are employed as teachers in external courses offered at EGHS 90% staff complete mandatory education	31/12/15	
	Human Resource Manager	Personal Development Plans over 80% completed Culture Plan implemented Exit interviews conducted	31/12/15	

GOAL FOUR - 2015/16 ACTION PLAN

Increase the financial sustainability and productivity of EGHS

Strategy 1 – Ensure services are designed to be efficient and effective

Activity	Who is responsible	Key Results	Timeframe	Outcome
Review the staffing structure of Inpatient Unit and Urgent Care	Director of Clinical Services	IPU and UCC staffed in accordance to nurse to patient ratios	1/12/15	
Review the clinical structure of Willaura	Chief Executive	Willaura Health Care offers a sustainable service model	30/6/16	

Strategy 2 – Explore innovative opportunities to increase revenue and reduce costs without reducing services

Activity	Who is responsible	Key Results	Timeframe	Outcome
Manager of Perioperative Services to: <ul style="list-style-type: none"> develop and implement private patient initiatives audit and report on private patient activity oversee private patient processes in the work unit 	Director of Clinical Services	20% of theatre cases are privately insured	30/6/16	
Manager of Acute Services to: <ul style="list-style-type: none"> develop and implement private patient initiatives audit and report on private patient activity oversee private patient processes in the work unit 	Director of Clinical Services	20% of inpatients are private patients	30/6/16	
Develop strategies and monitor/report on the increased uptake of CMBS and private health care in community services.	Director of Community Services	Private model to be established for EGHS if reports indicate effectiveness	30/6/16	
Develop a sustainable model of Health Service provision for Hopkins & Langi Kal Kal Correctional Centres.	Director of Community Services	Service delivered according to service agreement requirements.	30/06/16	
Development of service delivery model to Corella Place.	Director of Community Services	Services delivered to Corella Place as required.	30/06/16	
Human Resources Manager to implement all recommendations of internal rostering audit.	HR Manager	Internal audit and roster policy in place for EGHS	30/06/16	
Community Liaison Officer to identify key fundraising and submissions that will provide EGHS with the target \$100,000.	Community Liaison Officer	\$100K of philanthropic funds to be gained	30/6/16	

Strategy 3 – All staff are financially responsible

Activity	Who is responsible	Key Results	Timeframe	Outcome
Mangers to utilise PowerBudget and meet monthly with Budget and Reporting Manager.	Director of Finance	All managers to meet monthly with Budget and Reporting Manger to supervise and monitor department business performance including finance, activity and staffing levels	1/7/15	
Budget education to be provided at each staff briefing.	Director of Finance	Business education as agenda item for staff briefing monthly	1/7/15	
Equipment plan for 2015/2016 developed	Director of Finance	Equipment plan for 2015/2016 implemented	30/06/16	
Facility plan for 2015/2015 developed	Director of Finance	Facility plan for 2015/2015 implemented	30/06/16	



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GOAL FIVE - 2015/16 ACTION PLAN

Continuous improvement and innovation

Strategy 1 – Promote innovation and change as a position of business as usual

Activity	Who is responsible	Key Results	Timeframe	Outcome
CEO to include innovation on the Improving Performance Committee agenda	Chief Executive	Improving Performance Committee agenda to include innovation as an agenda item	30/06/16	

Strategy 2 – Promote a responsive workforce

Activity	Who is responsible	Key Results	Timeframe	Outcome
Promote a culture of research and investigation	Director Development & Improvement	EGHS/UNSW research unit developed	1/7/15	
Mandatory education program to highlight compassion and strive for happiness	Director Development & Improvement	Victorian Health Experience Survey results to 98% good or very good	1/7/15	
CEO prioritise and report on GRHA health service partnership activities to Board	Chief Executive	CEO to report monthly to the Board on the Grampians Regional Health Alliance (GRHA) strategic plan implementation	30/06/16	
Director Development and Improvement implements the National Standards for consumers, including quality improvement and education activities.	Director Development & Improvement	EGHS meet National Safety & Quality Health Service Standards (NSQHSS) on consumer engagement	30/6/16	



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GOAL SIX - 2015/16 ACTION PLAN

Increase accountability and transparency

Strategy 1 – Use multimedia including social media to provide the community with information related to organisational performance

Activity	Who is responsible	Key Results	Timeframe	Outcome
Community Liaison officer develop pathway for the utilisation of social media as a health promotion and organisation performance communication tool	Community Liaison Officer	Social media facebook used for all community events A master plan developed	30/06/16	
Community Liaison officer develop a program of audio/visual media communication to be rolled out over a one year timeframe	Community Liaison Officer	Yearly program for the increased use of audio/visual media implemented	30/6/15	

Strategy 2 – Strengthen consumer participation in all aspects of organisational performance

Activity	Who is responsible	Key Results	Timeframe	Outcome
Consumer engagement officer develop consultation activities for all care environments	Director of Development & Improvement	EGHS comply with National Safety & Quality Health Service Standards (NSQHSS) related to consumers	30/6/16	
Establish a Community Consultative Committee	Director Clinical Services	EGHS has a Board Sub Committee that is responsible for volunteers, auxiliaries and consumer engagement	31/8/15	

Strategy 3 – Actively promote EGHS Mission, Vision and Values to the staff and community

Activity	Who is responsible	Key Results	Timeframe	Outcome
CEO to provide mandatory education sessions to highlight the principles of our mission, vision and values demonstrate practical examples of how these are used in planning	Chief Executive	Chief Executive to present on mission, vision and values at each mandatory education session	30/2/16	



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GOAL Seven - 2015/16 ACTION PLAN

Utilise e-health and communication technology

Strategy 1 – Implement electronic medical records across all clinical areas

Activity	Who is responsible	Key Results	Timeframe	Outcome
Plan developed to implement an electronic medical record in acute care	Director Development & Improvement	Plan developed to implement BOSNet electronic medical record	30/6/16	
Implement and electronic medical record in aged care	Director Development & Improvement	Plan developed to implement ICare into 70 Lowe Street	30/6/16	

Strategy 2 – Improve the digital exchange of information between clinical health partners

Activity	Who is responsible	Key Results	Timeframe	Outcome
EGHS to investigate the opportunities for improved/increased telehealth use within the Ararat and Willaura campus. This investigation is to provide a report on where EGHS should invest in telehealth initiatives	Director Development & Improvement	A 10% increase in the use of Telehealth services	30/6/16	
Director of Community Services to negotiate with GP practices to increase e-referrals and completion of chronic disease management plans on the CDM net.	Director of Community Services	80% of all referrals to health professionals on CDM net system	30/6/16	
Audit the utilisation of Best Medical Director software and ensure that clinical notes are placed on patient hard copy file	Director of Clinical Services	All files on current and up-to-date	30/6/16	
Investigate the potential for district nursing to utilise Argus referral system	Director of Community Services	80% or referrals on Argus	30/6/16	

Strategy 3 – Implement software packages to support ongoing business

Activity	Who is responsible	Key Results	Timeframe	Outcome
Director Support Services to develop business case for the introduction of ChefMax	Director Support Services	Business case for ChefMax developed	31/12/15	
Implement staff roster on rostering system at EGHS	Director Development & Improvement	Staff rostering system in place at EGHS	30/6/16	
Review CAMMMS and other systems for performance reporting	Director Development & Improvement	Review reporting CAMMMS and other systems for performance	30/6/16	