



Care Quality and Choice

## STRATEGIC PLAN 2014 TO 2019

### VISION

Exceptional care of every person every time

### MISSION

A well run and trusted organisation that engages with the community to provide high quality health services

### VALUES

- |                   |   |
|-------------------|---|
| <b>Integrity</b>  | We engage with others in the highest degree of dignity, equity, honesty and trust         |
| <b>Care</b>       | We treat people with respect, are compassionate, thoughtful and responsive to their needs |
| <b>Unity</b>      | We work as a team and in partnership with our communities                                 |
| <b>Excellence</b> | We are committed to achieve our Vision  |

# KEY STRATEGIC AREAS

## 1. Residents, Patients, Clients & Community

### Outcomes we seek

- People feel safe and better in our care
- People receive high quality care which is responsive to their need
- Our communities are aware of our service mix and contribute to our care

## 2. Service Redesign

### Outcomes we seek

- Our service profile meets local needs and helps address regional health needs and also enables innovative service models to be introduced.
- eHealth technology increasingly supports the delivery of services.
- Existing services are expanded where we get good results at acceptable cost.

## 3. Staff and Volunteers

### Outcomes we seek

- Staff values and culture reflect the vision of Castlemaine Health.
- An effective and productive workforce and volunteer group.
- Staff have opportunity to learn and develop.

## 4. Capital Infrastructure

### Outcomes we seek

- Castlemaine Health has infrastructure and equipment to meet current and future service requirements.

## 5. Financial Sustainability

### Outcomes we seek

- Castlemaine Health has viable business models and funding streams for each of its services.
- Castlemaine Health has financial systems to increase accountability and support strategic decisions.