Our Strategic Priorities 2015-2019
Looking Forward

In the next five years we will be faced with an increasing demand for our services. The population will be older and need more health services. Governments and health funds will have insufficient funds to meet the demand and the capital needs of our industry will continue to grow.

Consumers will be better informed about their own health, engage more with their health care providers and will, deservedly, demand the highest quality care for themselves, their families and communities in which they live.

There will be greater competition in each of our industry sectors, the battle for workers will be tightly contested, and it will be preferred employers that will come out on top.

Meeting the requirements of doctors, caregivers and consumers for information will require significant investment in analytics and information technology.

Clinical information systems will enable our care delivery to be improved and the data collected will be used to better inform our services. Being able to harness the benefits delivered by new technology, and adapt quickly to its dynamic nature, will bring great advantage.

Our priorities at a glance

01 To be a recognised leader in the Australian health sector for the provision of high quality health care.

The delivery of exceptional health care is the overarching Strategic Priority for St John of God Health Care in the next five years and this applies to all our service areas. The other four Strategic Priorities will enable us to achieve this critical priority.

We intend to:
- Be consistently rated by consumers as a superior provider
- Significantly exceed all relevant national quality benchmarks
- Be recognised by health funds for delivering high quality outcomes
- Be known nationally as a quality employer
- Greatly increase our education and research endeavours.

02 To significantly increase our investment in information, analytics and technology.

As a leader in health care we must significantly increase our investment in clinical and non-clinical information. Information drives practice and the required clinical information must be available to support the provision of high quality care.

Timely and easily utilised information will also assist non-clinical caregivers to drive efficiency and productivity and best support our clinical care.

We intend to:
- Implement clinical information systems across every hospital
- Routinely monitor and report our care outcomes
- Actively participate in electronic health record initiatives
- Recreate our website and intranet every two years.

03 Increased agility in responding to changes in our environment and in implementing our plans.

The key strategic issues we face, our predictions for what the future will look like and our implementation plans all require us to be more agile and flexible. We need to be faster at decision making and implementation.

The nature of technological advances is unpredictable but likely to be significant. The nature and degree of competition is likely to materially change. We will need to be able to respond quickly in this dynamic environment.

We intend to:
- Standardise everything that should be standardised
- Empower our caregivers to make decisions and innovate
- Reengineer Group-wide processes to be simpler and more efficient
- Significantly increase near miss and hazard reporting and greatly reduce the time for complaint resolution

04 Deeper partnering with key stakeholders

For St John of God Health Care to meet its objectives we need to engage more deeply with a wider range of stakeholders including patients, clients and their families.

Our Vision has always required us to actively partner with other Catholic Church agencies as well as Visiting Medical Officers. We will also strengthen our relationships with governments, health funds, media, community organisations, professional bodies, universities and other educators, as well as our own workforce.

We intend to:
- Achieve high levels of engagement with Catholic sector agencies
- Increase our public contract work and clinical placements by 50 per cent
- Establish strong business partnerships with our doctors
- Engage with consumer councils, aboriginal and disability groups in best practice partnerships.

05 Capital optimisation

Capital is a precious resource, critical to our survival and growth. Strong financial stewardship has always been important to our 119 year old Catholic Church ministry and will continue to be critical as we plan for the next century.

We need to always have sufficient funds available to allow us to invest in our existing services, to develop new ones as need and opportunity warrants and to ensure we operate as a high quality service provider.

We intend to:
- Always achieve agreed targets for all major capital projects
- Greatly reduce the timeline and cost per bed in our hospital redevelopments
- Maximise the strategic procurement of goods and services
- Achieve benchmark length of stay across all our hospitals.

Forward

The Trustees of St John of God Health Care have set down a vision for how our health care group will look five years from now. This foresight is published in the new Our Vision 2015 – 2019. The Strategic Priorities 2015 – 2019 were developed after a rigorous planning process. They build on and amplify the strategies and expectations outlined in Our Vision and will assist us to achieve the outcomes identified.

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What is my responsibility as a caregiver?

Every caregiver within St John of God Health Care is encouraged to do what they can in their workplace to deliver on the Strategic Priorities over the next five years.

Each Division through its own Strategic and Operational Plans and budgets will develop its implementation plan for these five Strategic Priorities.

Just as Our Vision 2015 – 2019 makes clear the Vision, Mission and Values in all that we do, the Strategic Priorities will inform the actions we take, and how we use our time and resources.

In every decision you make in your role, as part of your team, department and Division, you should consider, “How does this help achieve our Strategic Priorities?”

How will we look in 2019?

The Strategic Priorities 2015 – 2019, when combined with Our Vision 2015 – 2019, present a clear vision of what our organisation stands for, what it seeks to achieve and how it will go about doing what needs to be done.

Our compassionate care, so valued by our communities, will be better informed by the information we gather.

We will be a highly energised and responsive leader in the Australian health sector, with whom partnership is critical to deliver high quality health care to a population that will demand it.