

West Moreton Health Strategic Plan 2021–2025 2022 revision

West Moreton Health is committed to delivering health and wellbeing services to the people of the West Moreton region throughout their lives.

We provide services in a wide range of settings including hospitals, community, correctional and mental health facilities and in people's homes. We also provide our services by virtual care throughout the Somerset, Scenic Rim, Lockyer Valley and Ipswich communities.

We hold patient and staff safety as our highest priority, and we strive every day to deliver safe, person-centred care to everyone who comes to us for their healthcare.

We are committed to working in partnership with the community and our staff. We have strong networks and relationships with many partners, made up of government, business and the not-for-profit sector, including Primary Health Networks, the Ipswich Hospital Foundation and education providers.

We are strengthened by our shared values of connect, respect and excel and we are committed to *Caring Better Together*.

We are responding to the challenges of caring for a fast-growing population. Our Master Plan and commitment to innovation and research underpin our goal of providing increased services for our communities.

Our vision

A thriving West Moreton community in which people achieve their best possible health and wellbeing

Our purpose

To provide safe, quality care for the West Moreton community

Our values

connect . respect . excel

What are our challenges?

- Meeting the needs of the rapidly growing West Moreton population which is the fastest growing (in relative terms) in Queensland
- The ability to meet increasing service demand considering funding constraints
- The substantial gap in life expectancy for West Moreton's Aboriginal and Torres Strait Islander people
- The ongoing impact of COVID-19 on the community and on our services
- West Moreton residents access public health services via a networked approach across the health system in south east Queensland
- Higher than average rates of chronic disease and lower than average socio-economic status of the West Moreton community

What are our opportunities?

- Work with consumers, partners and staff on preventing ill health
- Transform care through service redesign, research and innovation
- Provide as much care closer to home as possible
- Improve the health and wellbeing of the prison population
- Continue to attract, retain and support an engaged workforce

West Moreton Health acknowledges the Jagera, Yuggera and Ugarapul peoples, Traditional Custodians of the land, and we pay our respect to Elders past, present and emerging. We will respect, protect and promote human rights in our decision making and actions.



Unite & Recover

West Moreton Health's Strategic Priorities have been developed to support the Queensland Government's objectives for the community - Unite and Recover.



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West Moreton Health

Strengthen our communities



Enhance the health of our communities by focusing on health promotion and disease prevention

- Work with partners on shared initiatives that address the modifiable causes of ill-health and improve the wellness of our population
- Provide care that is tailored to the needs of our communities, encourages disease prevention and promotes a healthy lifestyle
- Collaborate with primary health networks, First Nations care providers, government agencies, education providers and key partners to address health need

Remove systemic barriers to equitable health care through advocacy, collaboration, and co-design

- Drive health reform through collaboration and co-design of safe, equitable and quality care
- Close the Gap in life expectancy for Aboriginal and Torres Strait Islander peoples through implementation of a health equity strategy, improving access to culturally safe services
- Integrate services for the prison population to improve their health and wellbeing

Measures

- Improved engagement and outcomes achieved through the development and implementation of joint strategies/service delivery plans between West Moreton Health and key stakeholders/ service providers
- Improved performance in overall potentially preventable hospitalisations, including specific measures for people with diabetes and First Nations peoples
- Increased levels of consumer engagement across all service improvement initiatives
- Rates of immunisation and participation in screening programs in line with state benchmarks
- Improved performance in consumer reported experience measures

Safe, quality care, now and into the future



Enable safe, quality, compassionate care for our communities

- Ensure care is person-centred, safe, integrated and accessible within our communities now and into the future
- Transform our services through research and translate evidence into patient care and health service delivery
- Drive digital transformation to enable more care closer to home, encourage patients to proactively manage their health and wellbeing; and improve our services

Shape a sustainable health service

- Provide high-value care that is aligned with our purpose and service objectives
- Accelerate our infrastructure planning and delivery to meet community demand
- Rapidly mature our asset management to support access to health services
- Strengthen our environmental sustainability to minimise our carbon footprint

Measures

- Environmental sustainability baseline measures established and targets aligned to state benchmarks identified
- Reduced adverse events across the health service
- Improved communication with service providers to enhance continuity of consumer care
- Increased capability and excellence in research
- Successful advocacy for delivery of infrastructure that adequately meets health service demand now and into the future
- Sustained increase in patients and services supported through digitally enabled models and in-home care services

Care for our people



Foster a culture where our people thrive and know they are valued

- Ensure the workplace is safe, enhances wellbeing and equips our teams to perform to the best of their ability
- Attract, select, retain and empower our existing and future workforce
- Establish career progression pathways to promote new ways of working and meet the growing needs of our communities
- Strengthen our leadership framework to promote accountability, inspire a learning and development culture, create workforce connections and acknowledge excellence
- Grow an inclusive and diverse workforce that reflects our community

Measures

- Increased number of partnerships with education providers to promote workforce capacity and capability
- Increased number of staff completing leadership development programs
- Increased proportion of staff who identify as being Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse, or with disability
- Continuous improvement in workforce engagement and wellbeing, attraction, retention, and workplace health and safety

The objectives of our strategic plan contribute to the Queensland Government's objectives for the community - Unite and Recover, specifically:



Our strategic plan also aligns with My Health, Queensland's future: Advancing health 2026 and Unleashing the potential: an open and equitable health system.

