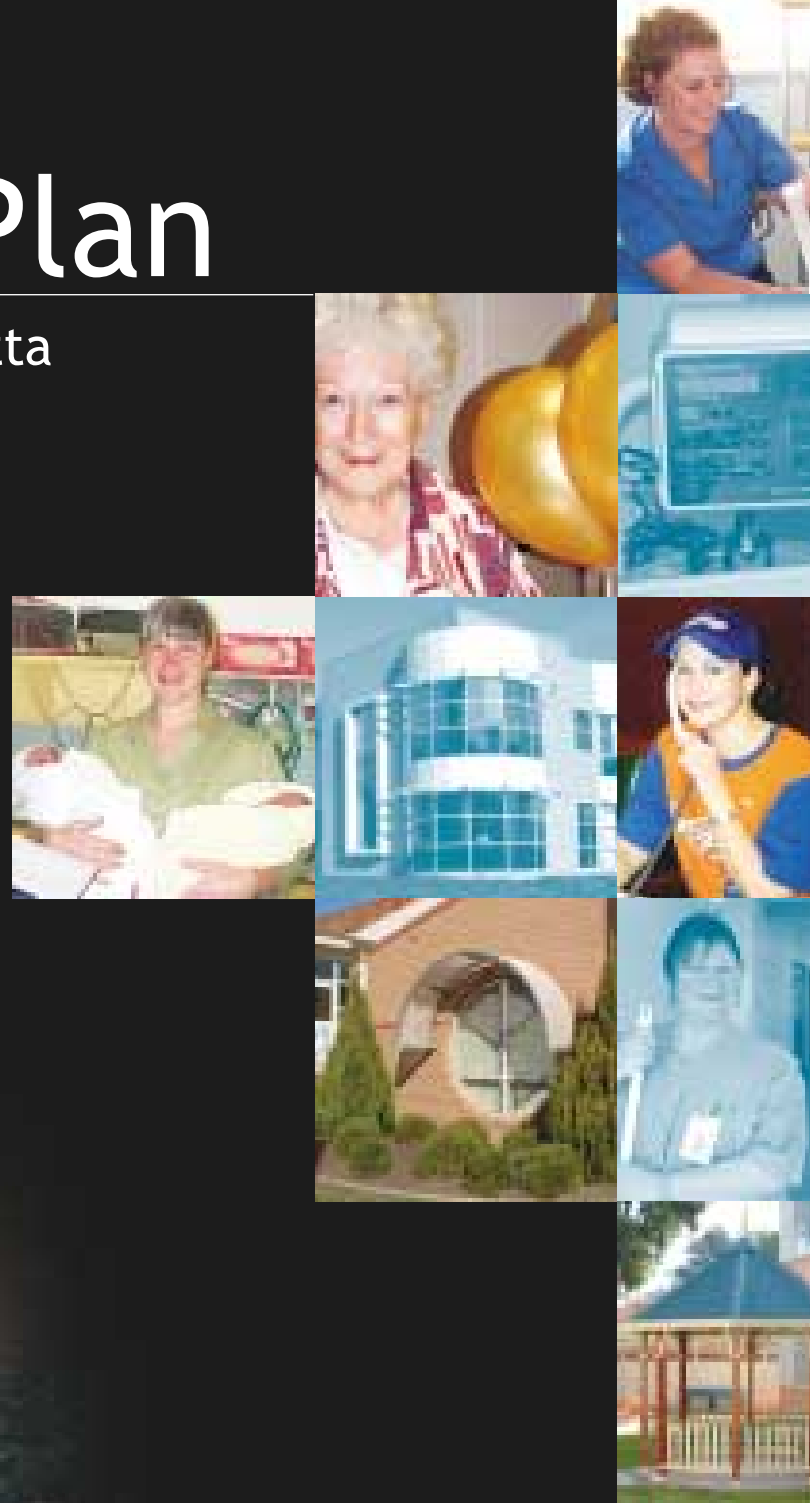




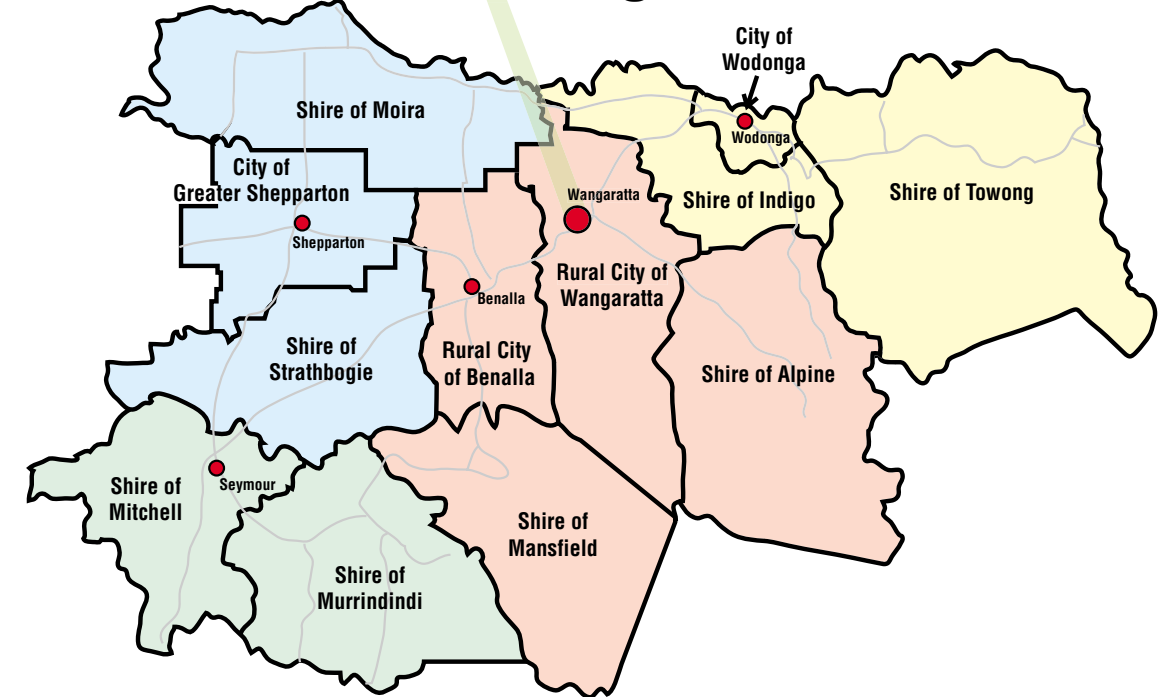
# Strategic Plan

## Northeast Health Wangaratta 2005-2008



### Victoria

### Hume Region



### Northeast Health Wangaratta incorporating:

- > Wangaratta District Base Hospital
- > WJ Smith Linen Service
- > Wangaratta & District Nursing Home
- > Psychiatric Services - Kerferd Inpatient Unit
- > Medical Imaging

PO Box 386  
 Wangaratta, Victoria 3676  
 Phone: 03 5722 0111  
 Facsimile: 035722 0109  
 Email: [nhw@nhw.hume.org.au](mailto:nhw@nhw.hume.org.au)  
 Website: [www.nhw.hume.org.au](http://www.nhw.hume.org.au)



## Our Purpose

To meet the healthcare needs of our community by working collaboratively with individuals, the community, other service providers and funding bodies

## Key Outcome

The provision of appropriate and sustainable health services in the Hume Region catchment.



## Our Values

### We Value

Integrity

Compassion

Excellence

These are reflected in the following behaviours:

Caring about what we do

Caring about those we serve

Demonstrating professionalism

Leading by example

Encouraging innovation

Supporting each other

Respecting differences

Communicating openly and honestly

### By 30 June 2008 we will have achieved the following:

- Recognition for client-centred care by our various accreditation bodies
- A financially viable organisation
- A clinical service profile commensurate with our community's needs
- A skilled, energetic and innovative workforce
- Effective partnerships with the community, other service providers and funding bodies
- Leadership exhibiting sound governance practices

### Key strategies

Four strategies will help us achieve our desired outcome and fulfil our purpose:

#### Providing Quality Healthcare Services for Our Community

- Ensure consistent application of our integrated client-centred approach
- Employ benchmarks and quality standards to improve our services
- Consolidate and develop/expand our specialist clinical services in recognition of our changing population and our role as a referral centre
- Further improve our community and health promotion services
- Improve how we respond to individual needs (especially older people)

#### Achieving Business Sustainability as a Foundation for Growth

- Continually improve business systems and resource management
- Formalise a Business Development Plan
- Embed our risk management strategy throughout the organisation
- Develop our physical infrastructure to cater for projected service demand

#### Building a Dynamic and Capable Organisation

- Continue to develop the professional, technical and personal skills of our staff
- Ensure effective information sharing, and collaborative decision making and problem solving
- Further develop the organisation as an employer of choice

- Develop and implement a Knowledge Management and Technology Strategy

#### Working in Partnerships

- Strengthen our contribution as an educational resource for health service professionals
- Work with our clients and patients as partners in healthcare
- Take a leadership role in facilitating partnerships in healthcare throughout our region
- Identify and pursue opportunities to enhance our role as a good corporate citizen
- Ensure appropriate mechanisms for community engagement in decision making
- Enhance relationships with our funding bodies
- Ensure a positive vibrant image in our community

