



South Metropolitan Health Service Strategic Plan 2017–2020

Vision and values

We will become an excellent health service when we focus on our patients' journey and experience, staff members' engagement, clinical and financial performance.

Delivering our vision of **excellent health care, every time**

we will be an organisation that:

- values a culture of safety and quality, and sustainability
- engages with all staff
- demonstrates high performance across all areas.



Our strategic priorities and goals 2017–2020



Excellence in the delivery of safe, high quality clinical care.

- Provide consistent high quality care through the use of endorsed service models and minimisation of variation in care.
- Constantly strive for the highest level of safe care aiming towards a zero harm patient safety culture.
- Generate a culture of continuous improvement where research, innovation and redesign is encouraged and celebrated.



Provide a great patient experience.

- Place the patient and their family at the centre of the decision making process.
- Ensure equity of access to care with a focus on minority groups and the provision of culturally sensitive care.
- Ensure patients and their family are effectively and transparently communicated with throughout their journey.
- Provide exceptional customer service, which is flexible and responsive, to ensure the optimal patient and family experience.



Engage, develop and provide opportunities for our workforce.

- Create an environment of respect and empowerment within a culture of accountability, trust and transparency.
- Develop a culture that maintains a highly engaged and satisfied workforce.
- Create a safe workplace and promote health and wellbeing.
- Identify, develop and embed Aboriginal employment opportunities and career planning at all levels.



Strengthen relationships with our community and partners.

- Engage with the community to better define and deliver the services required to meet their health and wellbeing needs.
- Optimise existing partnerships and explore new opportunities for innovative alliances both within and outside of health care.



Achieve a productive and innovative organisation which is financially sustainable.

- Optimise the efficient use of our people and physical resources.
- Empower staff to improve productivity and quality and ensure they have the required skills and tools to understand their business.
- Realise and maintain a sustainable financial position.