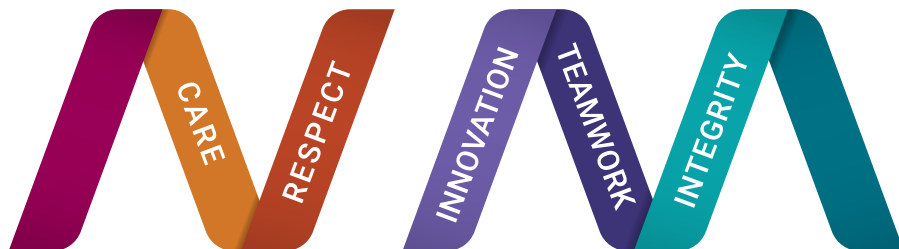


Our Strategic Plan

2020-2025

**One team,
many dreams**
One integrated NMHS



A message from the Board and Executive

We are delighted to introduce the 2020-2025 Strategic Plan for the North Metropolitan Health Service, a plan that will guide us in our journey towards innovation and excellence.



North Metropolitan Health Service Board

As a health service provider in Western Australia, we are very proud of what we do. We play a critical role in the WA community and health system, which is undergoing a period of significant, ongoing reform. To embrace these changes and best serve the almost one million people that reside in our catchment, we must re-think the way we deliver care, empower our workforce to be their best, and demonstrate excellence and trust in everything we do.

In developing a strategic plan that can drive us towards our vision, we have spoken to many of our staff and a cohort of consumers to understand how we can deliver services differently and improve the experience for our community. By focussing on six strategic priorities, we will embrace new ways of working and build a thriving workforce.

We invite you to be part of this new and exciting era for the North Metropolitan Health Service – an era of innovation, organisational development and improved community health outcomes. We are proud to lead a strong and talented workforce and look forward to embarking on the next five years.

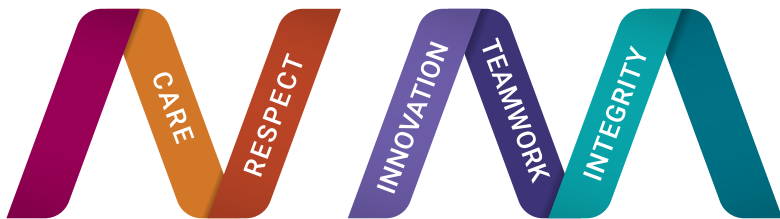


Our mission and values

Our mission

To promote and improve the health of our people and our communities

Our values



North Metropolitan Health Service Executive



Care | Respect | Innovation | Teamwork | Integrity

One team, many dreams: One integrated NMHS | 2

Our vision

A trusted partner, delivering excellent health care for our people and our communities.



HORIZON 1

Connected services and engaged people

Our immediate focus is to lay the foundations for future success by connecting services across all of NMHS and engaging our people. We will authentically engage our workforce and nurture relationships with our community and our partners to create quality connections and greater accountability. This will foster an environment ready for change and innovation to come.

HORIZON 2

Consistently excellent health care service

In order to deliver consistently excellent health care, we will anticipate and respond to the needs of those we serve, focusing more in public health and community health services; and develop our collective capabilities. We will build foundations for excellence in teaching, training, research, infrastructure and innovation, and continuously improve our environmental and financial performance.

HORIZON 3

A trusted partner within health care

Our longer-term vision is to solidify our position as a trusted partner within health care, in WA, across Australia and globally. This will be achieved by being agile, by adapting our services to continually deliver exceptional outcomes and lead the way in operational excellence; attracting and retaining the very best talent.



OUR STRATEGIC PRIORITIES

Enabling healthy communities

We will build healthy and engaged communities

We will empower people in our communities to live healthy lives

We will co-design and collaborate to improve services and deliver community centred care

We will partner to improve the health of people in the first and last 1000 days of life

OUR SUCCESS IS MEASURED BY

An increase in listening to our community

Improved health outcomes for our community

Greater participation in health promotion and prevention activities





People-centred care

We will place our consumers' and their carers' best interests and experience at the core of all we do

We will provide services that recognise individuals, their abilities and cultures

We will listen to our consumers and carers about what matters to them

We will respect the consumer and carer as essential members of the healthcare team

We will ensure our health services deliver the best care, all the time

OUR SUCCESS IS MEASURED BY

Increased consumer and carer satisfaction

Increased involvement of consumers and carers in designing, implementing and evaluating services

Increased staff engagement and satisfaction



OUR STRATEGIC PRIORITIES

Integration and connection

We will build strong connections and partnerships

We will integrate service, business and finance delivery

We will remove barriers to integrated service delivery

We will lead the way in collaborating with other health services

OUR SUCCESS IS MEASURED BY

Greater visibility between the Board, Executive and staff

Reduction in consumers waiting for care and/or treatment





Innovation and adaptive models of care

We will use research, innovation and technology to improve outcomes

We will utilise advances in technology

We will design and deliver care in the most appropriate setting

We will be creative and innovative in how we deliver care

We will collaborate with other communities to develop care pathways

OUR SUCCESS IS MEASURED BY

An increased investment in innovative activities

Increased recognition of NMHS centres of excellence

Greater staff participation in teaching, training and research initiatives

OUR STRATEGIC PRIORITIES

Trusted, engaged and capable people

We will invest in our people and our culture

We will prioritise the wellbeing of our people

We will demonstrate our values in everything we do

We will encourage our people to have a go

We will inspire our people to be their best selves

OUR SUCCESS IS MEASURED BY

Increased talent selection and retention rates

Exceed workplace health and safety standards

Increased participation in professional development activities





Sustainable and reliable

We will reduce harm, waste and unwarranted variation

We will seek to have the resources we need to deliver the best care

We will provide quality services in a sustainable manner

We will go green

OUR SUCCESS IS MEASURED BY

Meet and exceed compliance with procurement and asset management standards

Exceed safety and quality in healthcare standards

Consistently strong financial performance

Reduce our carbon footprint and meet environmental standards

