

Our Goals 2017-2018

Wellness is our Goal • Excellence is our Passion • Our People are Our Future

Our Focus on Wellness



1. Increase consumer satisfaction by 30 June 2018:
 - Achieve 75% of adult admitted patients, consumers and residents rating their overall care as very good.

2. Improve access to clinical services by achieving:

- Emergency Treatment Performance for patients with time in ED in equal to or less than 4 hours, for 81% of patients.
- Elective Surgery Access Performance targets with patients admitted within the clinically appropriate times.

3. Improve Aboriginal Health outcomes by reducing:

- Unplanned hospital readmissions within 28 days of discharge for Aboriginal people by 10%.
- Aboriginal inpatients who were discharged against medical advice to less than 1%.

4. Deliver the Healthy Children's Initiative – Children's Healthy Eating and Physical Activity Program (centre based early childhood service sites; and primary school sites), with 60% of sites meeting 60% of practices.

Aspire to Excellence



5. Preventing injury to people in hospital by reducing:

- Falls to equal to or less than 3 per 1,000 bed days in patients in acute/subacute services.
- Falls to equal to or less than 4.5 per 1,000 bed days in residents in aged care services.
- Hospital Acquired Pressure injuries to less than 1 per 1,000 bed days.

6. Improve safety and quality in the following outcome measures by reducing:

- Staphylococcus Aureus Bloodstream Infections (SA-BSI) equal to or less than 2 per 10,000 occupied bed days.
- Mental health acute seclusion rate to less than 6.8 per 1,000 bed days.

7. Each Directorate, Facility, Division, Service, Ward or Department to undertake an approved quality improvement project, research or redesign to provide better value care or service improvement by 30 June 2018.

Strong Performance



8. Financial results achieve zero variance to expenditure budget and own source revenue is matched to budget.

Invest in our People

9. Increase the employee engagement index to a level of 75% as measured by the approved staff engagement survey People Matter.

10. Increase Medical Officer engagement in clinical service improvement as measured by 60% response rate in annual Medical Engagement Survey.

11. Increase the Aboriginal workforce as a proportion of the total workforce to over 3%.

Together in Partnership



12. Decrease the number of acute admissions of potentially preventable conditions to less than 8.5 %.

Collaboration • Openness • Respect • Empowerment