

# Aspirations

## Our Vision

*Your health, your choice*

## Our Mission

*Providing life-long, exceptional health care when you need it*

## Definition of success - next 0-10 years

***We are the hospital of choice for patients, staff and clinicians in our region***

- We have strong engagement and support from people in Mildura and its surrounding areas
- We continue to develop specialist services so patients can be treated locally

***We create exceptional career moments and opportunities for our workforce***

- Staff are invested in their careers, the Hospital, and the community
- Staff enjoy a nurturing and supportive environment

***We deliver outstanding patient outcomes***

- We embrace new ways to support patients to access and navigate their hospital journey
- We have a holistic cancer service model for private patients

***Profitable and sustainable outcomes reflect focused investment***

- Our service mix fully leverages the Hospital's infrastructure, workforce and new technologies
- Robust data support financial sustainability

## Values

What living the Mildura Health values means in practice for those working at the Hospital:

*We are passionate about creating the best possible patient experience*

*We acknowledge and respect the uniqueness of each person, carer and family*

*We strive to make all staff, patients and loved ones, feel part of the hospital family*

*We know we are more successful together and stand by each other when under pressure*

*We seek to bring warmth, kindness and positivity into every day*

*We strive for excellence and know this comes from setting high standards and being constantly open to learning and growth*

# Strategic Priorities

## Areas of focus

To achieve the vision, mission and definition of success, the organisation will focus on, and invest in, the following strategic priorities:

- Create exceptional career moments
- Reach new patient markets
- Information Technology (IT) infrastructure
- Achieve financial sustainability

## High-level Implementation Plan

### Strategic Priority - Create exceptional career moments

#### Key strategies

- 1.1 Refresh the organisation's structure and capability to provide the necessary resources to meet existing and emerging workforce needs, and enhance career pathways / opportunities;
- 1.2 Create clear points of difference to attract the required workforce;
- 1.3 Focus on further education, engagement and relationships with undergraduates;
- 1.4 Investigate establishment of workforce accommodation for Nursing and Visiting Medical Officers;
- 1.5 Explore partnerships with Higher Education and Vocational Institutes, Accrediting bodies and Hospital's to develop local career pathways for all staff;
- 1.6 Attract the medical specialist mix that addresses service gaps in the workforce and patient demand.

### Strategic Priority - Reach new patient markets

#### Key strategies

- 2.1 Promote the Hospital's services to the Broken Hill and Swan Hill communities;
- 2.2 Improve access to MHPH by ensuring that identified barriers are improved and eliminated where possible;
- 2.3 Leverage the opening of the Hospital's new facilities to attract and engage with new patients, members, staff, and other stakeholders;
- 2.4 Publicly report patient outcomes to inform the community of the quality and safety of the services offered locally;
- 2.5 Explore the viability of a fully integrated cancer model.

### Strategic Priority – Information Technology (IT) infrastructure

#### Key strategies

- 3.1 Implement fit for purpose IT and medical technology infrastructure solutions, to enable organisational efficiencies, ensure compliance with legislative requirements and provide a contemporary patient journey.

## **Strategic Priority - Achieve financial sustainability**

### *Key strategies*

- 4.1 Increase VMO engagement and Hospital promotion to improve referral patterns, while maintaining current relationships and continuing to attract further specialists to the Hospital;
- 4.2 Reduce the amount of services being performed at other hospitals that can be performed at MHPH;
- 4.3 Establish key performance indicators;
- 4.4 Identify and manage the optimal service mix;
- 4.5 Develop and define what constitutes an episode of care for reimbursement by Mildura Health Fund;
- 4.6 Explore the feasibility of introducing contemporary technology to increase treatment options and expand local service delivery.