

Planning for the future

We want each and every one of our consumers to experience high quality, kind, compassionate and safe care that meets their individual needs every time they use our country health services.

The priorities listed here will focus our efforts to achieve this across all aspects of our work.

We are building for better health care. Our \$1.43 billion capital works program and the reform and redesign of our health services is bringing world-class health care closer to home for people living in regional and remote Western Australia.

We are working with communities and other service providers on the best ways to deliver our service to improve the health of country people, including culturally appropriate services for Aboriginal people, building linkages with primary care and child development services as well as building capacity in critical care and rehabilitation services. We are continuing to focus on emergency care to extend the remarkable achievements already made in cutting waiting times and improving care in our emergency departments, together with expanding the use of Emergency Telehealth Services to enhance the provision of quality emergency medical care, especially in small rural and remote communities.

The Royalties for Regions funded Southern Inland Health Initiative is redesigning the way health services are delivered in a number of regional towns. The government has also committed to the North West Health Initiative which will redevelop hospitals and health services in the north west of WA.



Government of Western Australia
WA Country Health Service

Towards Healthier Country Communities

WA Country Health Service
Strategic Priorities 2013–2015

Our values

- ▶ **Community**
Making a difference through teamwork, generosity and country hospitality.
- ▶ **Compassion**
Listening and caring with empathy and dignity.
- ▶ **Quality**
Creating a quality experience for every consumer.
- ▶ **Integrity**
Accountability, honesty and professional ethical conduct in all that we do.
- ▶ **Justice**
Valuing diversity with a fair share for all.

Our vision

Healthier, longer and better quality lives for all country Western Australians.

Our purpose

To improve, promote and protect the health of country Western Australians.

The WA Country Health Service

The WA Country Health Service is the largest country health service in Australia covering 2.5 million square kilometres.

Our 9,100 staff provide quality health care to more than 515,700 people, including 47,300 Aboriginal people, who live in rural and remote communities across Western Australia.

The WA Country Health Service has seven regions, each with its own set of unique health service delivery challenges, supported by a central office in Perth.

Our services include inpatient, emergency and outpatient care at our six regional hospitals, 15 district hospitals and 50 small hospitals. We also provide primary health care, child and maternal health services, medical imaging, allied health services such as physiotherapy and speech pathology, mental health services, aged care, and disease prevention programs.

The WA Country Health Service is now guided and supported by two Governing Councils which have an important role to play in engaging with local communities and health providers and in the planning, monitoring and reporting on our health services.

What we stand for:

- ▶ Quality health services for all
- ▶ Improving the health of Aboriginal people and those most in need
- ▶ A fair share for country health
- ▶ Supporting our team – workforce excellence and stability



Working together for a healthier country WA

Quality health services for all

Our aim is to put the needs of our patients and their carers first in all that we do. Our staff will work closely with other health providers and our country communities to deliver high quality, accessible and safe services for everyone, closer to home where possible.

To achieve this we will:

- Work with our staff and consumers to create a culture where improving patient safety and service quality, consistent with the National Safety and Quality Health Service Standards and EQulPNational, is paramount
- Work with the community in the planning, design, review and evaluation of country health services and facilities
- Promote and provide early years focussed child and maternal health services
- Implement health promotion and illness prevention strategies for those at risk of developing chronic diseases
- Promote healthy lifestyle choices to improve health and wellbeing
- Improve access to community-based primary and aged care services
- Increase awareness of local and regional health services
- Implement and evaluate years two to four of the Southern Inland Health Initiative
- Progress the North West Health Initiative
- Expand the range of services provided via Telehealth

Improving the health of Aboriginal people and those most in need

We are working hard to close the gap in Aboriginal health and improve access to quality health care for those most in need in collaboration with our health partners and the public.

To achieve this we will:

- Increase access to services for Aboriginal people and culturally and linguistically diverse groups
- Improve access to services for people experiencing severe and persistent mental health problems and/or drug and alcohol issues, particularly younger, older and Aboriginal people
- Implement coordinated care and self management programs for people of all ages who struggle to manage activities of daily living, including those with chronic diseases, those with complex health and social issues, and people with disabilities
- Improve access to renal dialysis services
- Work with key stakeholders to improve outpatient and inter-hospital transport options for vulnerable consumers
- Advocate and plan for improved access to oral health services
- Implement across jurisdictional Northern Australia service and workforce redesign solutions

A fair share for country health

We understand the importance of maintaining a fair share for country WA and are committed to using the resources entrusted to us to provide WA taxpayers, including our country patients, families and carers, with optimum services and value for money.

To achieve this we will:

- Implement Activity Based Funding and Management including achieving our agreed performance targets
- Progress our health facility redevelopments
- Implement and embrace new and innovative information and communications technologies
- Increase capacity to undertake health service planning, service reform and redesign
- Increase capacity for business system development and corporate systems reform
- Develop new service, resource and funding partnerships



Supporting our team – workforce excellence and stability

Our workforce is our success. We aim to create a workplace culture which attracts and retains staff who have the capability, skills, values and professionalism to deliver modern, high-quality, safe health care.

We need people who are resilient, are team players and focus daily on providing the best possible experience of care for consumers and their families.

To achieve this we will:

- Attract, support, train and retain an appropriately skilled workforce who demonstrate our values, and plan for succession
- Embrace new and innovative workforce types, models and inter agency workforce partnerships
- Increase our culturally diverse and culturally representative workforce
- Provide our staff with well organised and safe workplaces
- Embed and maintain a culture where leaders at all levels enable staff to always deliver values-based, high quality, safe health services
- Promote professional, ethical conduct and manage exceptions appropriately
- Promote staff health, wellness and wellbeing

