

Ardrossan Community Hospital Strategic Plan 2017—2020



The Ardrossan Community Hospital (ACH) Strategic Plan 2017-2020 outlines our vision and goals for the next three years. It acknowledges and responds to the many influences and demands on our organisation and sets strategies in place to meet those demands.

We encourage our community to join with and support us to achieve our vision.



3. Our Staff:

Investing in an outstanding workforce that will be engaged, motivated and appropriately skilled to efficiently and effectively deliver our vision. Our staff and potential staff will perceive us as the employer of choice.

- * Support and encourage professional development
- * Reinforce and support Boards responsibilities & requirements.
- * Advocate and continue to support student and newly graduated staff
- * Reinforce transparency by succession planning and empowerment
- * Recognise and celebrate achievement and quality

4. Our Finances:

Increasing revenue streams, maintaining positive cash flow, providing for future capital funds, budget forecasting and ensuring a detailed knowledge of our financial income and expenditure.

- * Maintain effective financial controls
- * Ensure services are financially sustainable and cost effective.

5. Our Quality:

To provide high quality care and ensuring a safe and healthy environment.

- * Incorporate the Health Centre into our Management Systems and be part of our Accreditation process.
- * Support and encourage staff to understand the accreditation process and aim for the highest possible achievement.
- * Continue to provide our consumers with meaningful information regarding the Hospital's safety and quality data.
- * Encourage the engagement between Board, consumers and staff.

Quality Policy

Ardrossan Community Hospital (ACH) is fully committed to providing quality health, dental and aged care and treatment through the hospital and Aged Care Facility.

As part of our commitment to best practice we have adopted a management system that meets the requirements of National Safety and Quality Health Service Standards and the Australian Aged Care Quality Agency Accreditation Standards.

Our Mission

To provide a high-quality health service to the community in partnership with our consumers.

Our Vision

To be a leader in integrated rural health care

To be the work place of choice for staff

To provide patient centred care

To respond to current & future health needs

Our Philosophy

Ardrossan Community Hospital:

- ◇ Recognises that the consumer's biophysical, psychosocial, environmental, self-care, educational and discharge needs are included in the deliver of nursing care.
- ◇ Acknowledges our diverse consumer population and provides care respectful of ethnicity, creed, nationality, religion, economic status, and sexual orientation.
- ◇ Provides and encourages education to staff which promotes professional growth and empowerment, enhances critical thinking, and increases the ability to provide high quality care.
- ◇ Supports a climate that values, nurtures, and recognizes clinical expertise and further education with the purpose of improving patient centred care.

1. Our Customers:

Our consumers will choose ACH as a preferred organisation from which to receive services. To engage with consumers to provide person centred care and provide a service that reflects the needs of our consumers.

- * Hold regular Consumer Forums to inform the community of what is happening at the Hospital.
- * Promote the Hospital with publications within Yorke Peninsula.
- * Conduct regular surveys so our consumers feedback can be used to identify improvements.
- * Acknowledge consumers who have supported the Hospital and remember those that have passed away by building a Memorial Garden.
- * Continue to provide feedback and information to the community in the Antics.
- * To engage a broader range of consumers by using social media.
- * To continually educate staff on providing professional care that respects autonomy, dignity, privacy and the rights of the person

2. Our Facility:

Our facility and buildings will be well-maintained and fit-for-purpose as a modern private healthcare facility that provides a welcoming rural environment.

- * Carpet and re-paint Room 7 and 8
- * Provide a room for regular meetings to be held.
- * Upgrade staff dining room and nurses station
- * Lay new carpet in both acute and Dinham
- * Internal Painting of the Hospital
- * Upgrade of Dinham Dining Room to provide a more homely atmosphere
- * New roof for acute section of hospital as deteriorating
- * Upgrade of acute area of Hospital