



Health Directorate Corporate Plan 2012–2017

Vision: Your Health – Our Priority

Values: Care Excellence Collaboration Integrity

Focus Areas

Community and Consumers – Partnering for better health outcomes

Our Resources – Building sustainability and improving efficiency

Our Processes – Strengthening governance and outcomes

Our People – Supporting and strengthening the teams

Introduction

The ACT Health Directorate Corporate Plan (2012–2017) provides direction to the Health Directorate's Business Units to achieve the overarching organisational vision and corporate values.

We aim to deliver better service:

- To our Government to meet the needs of our community,
- To our community on behalf of our Government.

Context

The Corporate Plan has been developed in the context of significant National Reforms and as such the Health Directorate addresses the following challenges:

- Meeting increasing demand for health services,
- Improving the health of vulnerable people,
- Improving the patient journey,
- Building and nurturing a sustainable health system,
- Ensuring that the planning and delivery of services is underpinned by the Health Directorate Safety and Quality Framework.

The Health Directorate has already established the foundations to meet the challenges facing the health system through organisational and service redesign and capital infrastructure redevelopment under the umbrella of the Health Infrastructure Program.

Health Directorate Corporate Plan 2012–2017

Our Vision: Your Health – Our priority | Our values: Care, Excellence, Collaboration and Integrity

The following areas for improvement will enable the Health Directorate to respond to the health needs of the people of the ACT

Key Focus Areas	Priorities for Improvement	Key Strategies for Achieving Priorities	Responsible Officer	The ACT Government Health Directorate achievements by 2017 will be:
Community and Consumers – Partnering for better health outcomes	Deliver patient and family centred care	Plan and deliver services designed around the patient journey	All Executive Directors	Activity is delivered as detailed in annual Service Level Agreement between the ACT Minister for Health, the Director-General, Local Hospital Network and Health Directorate
		Embed Patient and Family Centred Care within the service culture	All Executive Directors	Adopted and embedded philosophy/principles/actions of patient and family centred care into the Health Directorate organisational culture
	Continue to strengthen partnerships	Foster and support quality partnerships to deliver and evaluate services that improve the health of people of the ACT and region	All Executive Directors	A Stakeholders Communication Strategy is developed and implemented for internal and external Stakeholder communication
	Promote good health and wellbeing	Lead whole of Government initiative on Obesity and Injury Prevention	Chief Health Officer	Whole of Government action plan on Obesity and Injury Prevention is implemented
		Implement ACT Health Directorate obligations under the National and ACT mental health strategic documents	Executive Director Policy and Government Relations	1) ACT Mental Health Services Plan 2009-14, Managing the Risk of Suicide Strategy 2009-14, and Building a Strong Foundation Framework for Promoting Mental Health and Wellbeing in the ACT are implemented and evaluated 2) National and COAG Mental Health strategic documents are implemented
		Implement Reconciliation Action Plan 2012	Executive Director Policy and Government Relations	1) The ACT Health Directorate Reconciliation Action Plan is implemented 2) Aboriginal and Torres Strait Islander alcohol and drug rehabilitation centre is commissioned 3) Collaborated with the ACT Medicare Local in implementing the Closing the Gap/Care Coordination and Supplementary Services program
		Implement National Partnership Agreement on Preventive Health	Chief Health Officer	The plan and initiatives funded by the National Partnership Agreement on Preventive Health have been implemented
		Further development of food safety initiatives	Chief Health Officer	Actions from the Food Amendment Bill 2011 have been implemented as well as a range of initiatives to improve industry and community awareness of food safety issues
	Improve access to appropriate health care	Develop and implement the ACT Clinical Services Plan 2012–2017	All Executive Directors	1) The Clinical Services Plan is implemented 2) The Directorate has contributed to the progress made against the Canberra Plan – A Healthy ACT and other Whole of Government initiatives to improve access to appropriate health care 3) Initiatives from the Health Directorate’s strategic plans and frameworks are implemented
		Implement National Health Reform initiatives	Deputy Directors-General Canberra Hospital and Health Services & Strategy and Corporate	1) Service delivery areas have contributed to the achievement of goals from the National Health Reform including: i) National Elective Surgery Target ii) National Emergency Access Target iii) New subacute bed rollout
	Have robust safety and quality systems	Implement National Safety and Quality Health Service Standards	Executive Director Quality and Safety	Accreditation against the National Safety and Quality Health Standards has been achieved
Our Resources – Building sustainability and improving efficiency	Design sustainable services to deliver outcomes efficiently	Implement Health Directorate Sustainability Strategy	Executive Director Business and Infrastructure	Actions arising from the Sustainability Strategy are embedded in the culture of the Health Directorate and are supported by effective communication and innovation
		Redesign services for efficiency and effectiveness	All Executive Directors	1) Quality improvement systems are in place to monitor actions on audits and service reviews 2) Service improvement projects have been implemented and evaluated 3) Learnings from incident reviews have been documented with implementation of measures identified 4) A clinical review process will be streamlined for the Health Directorate
		Deliver the Health Infrastructure Program	Executive Director Service and Capital Planning	1) Infrastructure has been delivered as planned for the Health Infrastructure Program 2) Moving to our Future Staging and Decanting Plan has been implemented

Health Directorate Corporate Plan 2012–2017 (continued)

Key Focus Areas	Priorities for Improvement	Key Strategies for Achieving Priorities	Responsible Officer	The ACT Government Health Directorate achievements by 2017 will be:
	Strengthen Decision Support	Implement e-health initiatives	Chief Information Officer	<ol style="list-style-type: none"> 1) Significant progress has been made in the implementation of Health-e Future work plan 2) Integration and coordination of e-health strategies has been strengthened across the Health Directorate together with sharing health information to improve the quality of care 3) Investment in Information Communication Technology has been aligned with Information Communication Technology Strategic Plan
		Improve access to operational and financial data	Executive Director Performance and Innovation	Performance reporting ability has been strengthened to support stakeholder decision-making and support continuous quality improvement.
	Embed a culture of research and innovation	Support research that improves the delivery of, and access to our services	Director of Research	<ol style="list-style-type: none"> 1) A collaborative research profile has been strengthened across the Health Directorate and with external stakeholders 2) Teaching, training and mentoring is supported to improve the research culture 3) Utilisation of existing knowledge base is improved
Our Processes – Strengthening governance	Be accountable to Government and the community	Be responsive to Government	Deputy Director-General Strategy and Corporate	<ol style="list-style-type: none"> 1) Government policy has been implemented and outcomes are reported 2) Responsive and accurate advice is provided to government in accordance with National reporting requirements
		Comply with legislation	Executive Directors	Full compliance with relevant legislation as documented in Health Directorate Policies and Plans Register is achieved
	Continue to strengthen Governance	Establish and maintain clinical networks across ACT facilities	Deputy Director-General Strategy and Corporate	The role of clinical networks is consolidated in the Health Directorate
		Establish an enterprise wide approach to data governance	Executive Director, Performance and Innovation	<ol style="list-style-type: none"> 1) A Health Directorate Director, Data Integrity position has been established and recruited 2) A Data Governance Framework addressing initiatives and remediations has been established 3) Data policy and Metadata infrastructure programs for the Health Directorate have been completed
		Streamline Medical and Dental Professional appointments process	Principal Medical Advisor	<ol style="list-style-type: none"> 1) A formal and comprehensive Senior Medical Dental Professional Workforce Plan has been developed with detailed consideration of succession planning 2) An efficient and coordinated system has been established for the timely identification of Senior Medical Dental Professional vacancies 3) A well integrated credentialling, scope of practice and appointment process has been established
Our People – Supporting and strengthening the teams	Support our staff to reach their potential	Develop and implement Health Directorate Workforce Plan 2012–2017	Executive Director People, Strategy and Services and All Executive Directors	<ol style="list-style-type: none"> 1) The Health Directorate Workforce Plan is implemented 2) Culture Survey Response Action Plans have been developed and implemented 3) Staff awards and recognition programs have been further developed
	Promote a learning culture	Embrace learning and achievement planning for staff	Executive Directors	An adaptable health workforce equipped with the requisite competencies and support that provides team based and collaborative models of care is developed
	Provide high level leadership	Implement Leadership and Management initiatives	Executive Director People, Strategy and Services	Leadership capacity to support and lead health workforce innovation and reform is developed