

# Canberra Health Services Corporate Plan

Our strategic priorities for July 2020 – June 2021



Canberra Health Services

Strategic priorities	Our initiatives	Our deliverables	How we will measure our performance
<b>Personal health services</b> 	<b>People centred care</b>	Improve our performance against key safety and quality performance measures to achieve our aim of being the safest health system in the nation	Reduction in percentage of episodes where the patient had a hospital acquired complication from 2.3% to 1.99% by June 2021
		Ensure full implementation of the second edition of the National Safety and Quality Health Service Standards across CHS	Final National Standards accreditation preparation completed by June 2021
<b>A great place to work</b> 	<b>Timely care and patient flow</b>	Improve our emergency department performance to ensure people receive the right treatment, at the right time, in the right place	100% of Triage Category 1 and 70% of Category 2 to 5 emergency patients seen within clinically recommended time. 70% of emergency patients have a length of stay in the emergency department of less than four hours
	<b>Culture and leadership</b>	Enhance workplace culture through improving workforce engagement by developing and implementing a Positive Workplace Strategy	Improvement in quarterly Net Promoter scores for staff engagement survey questions by June 2021
<b>A leading specialist provider</b> 	<b>Safety and reduction in occupational violence</b>	Implement the CHS Occupational Violence Strategy to improve workplace health and safety with a focus on preventing and minimising occupational violence	5% reduction in occasions of lost time due to occupational violence incidents by June 2021, compared to baseline (2019-20)
	<b>Establish the service profile</b>	Develop CHS Clinical Services Plan and Garran Campus Master Plan to add better structure and predictability to future services and budget decisions, and ensure services delivered are safe for our profile and service frequency	CHS Clinical Services Plan finalised by June 2021 Garran Campus Master Plan finalised by June 2021
<b>A partner to improve people's health</b> 	<b>Committed to Aboriginal and Torres Strait Islander peoples</b>	Improve how we care by developing a CHS 'Reflect' Reconciliation Action Plan in collaboration with Aboriginal and Torres Strait Islander peoples	CHS 'Reflect' Reconciliation Action Plan developed by December 2020
		Review CHS performance data to establish a key suite of quality and safety measures for Aboriginal and Torres Strait Islander peoples, including benchmark data and targets	Develop and commence reporting on an Aboriginal and Torres Strait Islander Health Measurement Plan by December 2020
<b>Enabler</b> 	<b>Sustainability</b>	Assess effectiveness of our performance by benchmarking against peers	Performance benchmarked to peers by December 2020 Reduction in cost per occupied bed day by 1.5% by June 2021
		Ensure effective financial management and financial sustainability by implementing savings strategies for budget recovery and repair	0% variance to agreed operating budget result