

# Our Strategy Map

## Our vision

Building thriving communities through excellence in people-centred health care

and achieve **our vision** for the future.

## Our purpose

To deliver safe, effective, sustainable services that protect and improve the health and wellbeing of our Mid North Coast community

This will enable us to fulfill **our purpose**

## Community and consumer perspective

1. Informed, engaged, empowered community
2. Positive and personalised care experiences
3. Strong prevention and early intervention

that deliver the best results for our community.

## Internal process perspective

4. Partnering, collaboration, communication
5. Streamlined processes that support safety and best practice
6. Research, health intelligence, strategic management

to ensure we can operate the systems and processes

## Internal capacity perspective (our people and resources)

7. People, culture, capability
8. Resource stewardship

We will care for our people and manage our resources

## Our ways of working

We always put people first  
We are caring and compassionate  
We work as one team  
We focus on quality outcomes

and inform **our ways of working.**

## Our values

Collaboration, openness, respect, empowerment

Our **values** underpin everything we do

### Community and consumer perspective



#### Focus Area 1 Informed, engaged, empowered community

- 1.1: Our community is aware and informed about our services, achievements and challenges.
- 1.2: Consumers and carers as partners in care through open, clear and timely communication and shared decision-making.
- 1.3: Genuine community engagement and partnering.



#### Focus Area 2 Positive and personalised care experiences

- 2.1: Kind, respectful and welcoming services.
- 2.2: Ease and equity of access to quality services, according to need.
- 2.3: Connected, integrated care with seamless transitions across the continuum and between providers.
- 2.4: Innovative models of care and reorientation to balance acute, community and home-based care.



#### Focus Area 3 Strong prevention and early intervention

- 3.1: Closing the gap, tackling disadvantage.
- 3.2: Strong health protection and disaster preparedness and response.
- 3.3: Improved health and wellbeing in the community, healthy environments and behaviours.
- 3.4: Early intervention to address risk factors.

### Internal process perspective



#### Focus Area 4 Partnering, collaboration, communication

- 4.1: Effective collaboration with external partners.
- 4.2: Effective integration, networking and multidisciplinary teamwork across and beyond the organisation.
- 4.3: Strong and effective internal communication and accountability.



#### Focus Area 5 Streamlined processes that support safety and best practice

- 5.1: Consistent, high quality, safe, effective, evidence-based care.
- 5.2: Effective, integrated systems for sharing patient information and supporting patient flows.
- 5.3: Increased agility, flexibility and efficiency of corporate systems, processes and projects.



#### Focus Area 6 Research, health intelligence, strategic management

- 6.1: Research and knowledge translation focused on answering important service delivery questions.
- 6.2: Integrated approach to turn data into timely, meaningful information to support decisions.
- 6.3: Strong, effective, informed, outcome-focused, planning and performance management.

### Internal capacity perspective (our people and resources)



#### Focus Area 7 People, culture, capability

- 7.1: Positive work environments and employee experience supporting a healthy workforce.
- 7.2: Effective workforce planning, recruitment and retention to meet our service needs.
- 7.3: A diverse workforce that reflects our communities.
- 7.4: Highly qualified and capable workforce.
- 7.5: Effective, compassionate leadership and empowered teams.



#### Focus Area 8 Resource stewardship

- 8.1: Better access to technology that works for us.
- 8.2: Strategic, equitable, timely, transparent and efficient resource management.
- 8.3: Asset planning and management aligned to strategy.
- 8.4: Environmental sustainability is considered in everything we do.
- 8.5: Effective oversight and governance that aligns strategy and risk management.