



HOBART DISTRICT NURSING SERVICE INC

STRATEGIC PLAN

2005 - 2008

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MISSION STATEMENT

'Committed to Care'



VISION

-  To provide the right care to the right client at the right time. In a manner that is consultative and inclusive of our clients, their families and carers.
-  To maintain a primary health care focus in the delivery of all services

VALUES

-  Commitment
-  Equity
-  Quality
-  Innovation
-  Affordable



OUTLINE STRATEGIC PLAN



Development of the Plan

This Strategic Plan was developed by the Board of the Hobart District Nursing Service on the advice of senior staff and a consultative planning process.



Scope of Strategic Plan

The Strategic Plan for the period 2004 – 2008 includes the principal aims and objectives of the Service, which will drive the business of the Service for the next five years.



Structure of Strategic Plan

The Strategic Plan identifies the following broad objectives

1. Ensure a client focused organisation
2. Maintain/improve quality of care
3. Maintain the Service as a relevant and viable organisation
4. Improve resource management

Based on these broad objectives realistic and achievable targets will be established for key initiatives to be undertaken to achieve identified goals.

Based on these priorities, Annual Business Plans will be developed to identify how each initiative will progress the goals and priorities identified in the Strategic Plan.



OBJECTIVES



Our People

Each Person has a contribution to make. The rights and opinions of all are valued and respected. We strive to be an employer of choice.



Our Consumers

Hobart District Nursing Service values the individual and the right of our consumers to expect care that improves and maintains their quality of life.



Our Performance

Hobart District Nursing Service values the highest standard of performance. Professional, ethical and honest behaviour guide the operation of the Service at all levels.



Our Progress

Hobart District Nursing Service has a total commitment to continuous quality improvement and innovation.



Our Environment

The Hobart District Nursing Service is fully committed to the improvement and protection of the environment in which it operates.



Our Customer

We are committed to quality customer service based on innovative solutions to service delivery challenges.



MAINTAIN AND IMPROVE QUALITY CARE

Statement of Intent

- To ensure that the Hobart District Nursing Service provides the highest possible quality of service through a commitment to Continuous Improvement processes.

Strategies

- Identify best practice principles and benchmark performance against similar organisations.
- Maintain Continuous Quality Improvement processes and procedures.
- Develop and Maintain appropriate skill training and recruitment strategies.
- Develop and maintain a research strategy.
- Identify new markets and service programs.

Outcome Indicator

- The provision of a wide range of high quality service measured against best practice standards.



ENSURE A CONSUMER FOCUSED - ORGANISATION

Statement of Intent

- To identify who are our consumers and to ensure that the service provided is responsive to their needs.

Strategies

- Consult with our consumers and their carer's advocates.
- Ensure equitable access.
- To promote and support cultural and linguistic diversity.
- To measure consumer satisfaction.
- To support and promote the rights of our clients

Outcome Indicator

- A consumer focused approach responsive to consumer needs with appropriate systems in place to ensure a high level of service exists at all times.



MAINTAIN HOBART DISTRICT NURSING SERVICE AS A RELEVANT AND VIABLE ORGANISATION

Statement of Intent

- To take all steps necessary to ensure the continual financial viability of the organisation by expanding our client base, range of service and share of Government funding.

Strategies

- Maintain appropriate level of client referrals and occasions of service.
- Identify opportunities to provide new services that contribute to the provision of high quality service and ongoing viability of the organisation.
- Ensure market share is maintained and expanded.
- Optimise benefits to Service by provision of specific therapeutic programs.

Outcome Indicator

- Continued operation of the Service as a viable key service provider in a competitive environment.

IMPROVE RESOURCE MANAGEMENT

Statement of Intent

To make the most effective use of our resources ensuring that quality service is provided by highly skilled and motivated staff using modern facilities, technologies and information systems.

Strategies

- Better manage assets.
- Develop workforce.
- Improve clinical management.
- Improve financial management.
- Improve management accountability.

Outcome Indicator

Plans and strategies in place to maximise use of existing resources and a clear direction established for future creation and use of assets.