

## Our Vision

A healthier community, making a difference for every person, every day.

Our vision will drive our commitment to transform the role of Northern Health to become an active partner in all aspects of wellbeing in our community.

## Who we are

Northern Health is the key provider of public health care in Melbourne's northern region, one of the fastest growing communities in Australia.

We take care of our community by providing a wide range of health services at Northern Hospital, Broadmeadows Hospital, Craigieburn Centre and Bundoora Centre.

## Our Values



safe

We provide safe, trusted care for our patients. We are inclusive and culturally safe, celebrating the diversity of our staff and community.



kind

We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.



together

We work together with our staff, patients, consumers and health system partners.

## Our Strategic Priorities



**A safe, positive patient experience**

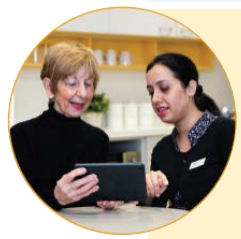
**Goal**  
Our commitment to safety and reliability optimises capacity, enables quality improvement and innovation, and prevents avoidable harm. We will work together with patients, their families and carers to provide positive care experiences.

**Strategic Initiatives**

- Strengthen quality and safety systems, and pursue clinical excellence.
- Develop strong relationships with patients and carers to ensure they share decision making and co-design their care.
- Embed technologies to provide a safer, positive, person-centred experience.
- Provide a range of clinical services that meet the needs of the catchment population.

**Outcomes**

- Avoidable harm is prevented.
- Patients and carers are engaged in decision making.
- Patient experience scores improve year-on-year.
- Clinical services align with state-wide service planning.



**A healthier community**

**Goal**  
We work with patients, staff and partners to embed the concept of "Staying Well", both in hospital based and community care. Holistic and integrated care addresses the needs of patients with complex conditions.

**Strategic Initiatives**

- Better understand our patients and people in our community and their lived health experience.
- Predict people likely to present for care (high risk groups) and provide proactive care and treatment out of hospital.
- Connect acute and community care services for target groups; incorporate community-based social supports and early interventions and provide rapid access to acute care when required.
- Implement technologies to help people support their own health at home or in conjunction with their community care team.
- Strengthen partnerships with our community and other service providers for out of hospital supports.

**Outcomes**

- Measurable, improved health outcomes for people in our community.
- Reduced hospital presentations and readmissions for ageing patients and those with chronic and complex diseases.
- Improved health outcomes for at risk populations, including Aboriginal and Torres Strait Islander Peoples, refugees and those suffering from mental health conditions.
- Improved continuity of care for Northern Health patients by working with community partners to reduce duplication and better coordinate care across agencies.



**An innovative and sustainable future**

**Goal**  
Strong financial management and elimination of operational and clinical inefficiencies have released resources. We have transformed to deliver value to our communities and our funders.

**Strategic Initiatives**

- Improve the value of health care expenditure at Northern Health by reducing waste.\*
- Invest in new opportunities and innovations, including digital processes.
- Optimise capacity and care through the Northern Hospital expansion and community hospitals at Craigieburn and Whittlesea.
- Improve the organisation's reputation in the community.

**Outcomes**

- Northern Health is a trusted provider of value-based health care.
- Northern Health will reduce inefficiencies to enable treatment of a greater number of patients within current resources.
- Northern Health is a recognised leader in health care innovation.
- Northern Health routinely exceeds performance measures and targets.
- New services and facilities are successfully commissioned.
- Northern Health has a strong reputation in the community.

*\* behavioural, clinical, administrative*

## Our Trusted Care Commitment



We have placed Trusted Care at the centre of our transformational journey, with the understanding that building trust is about delivering safe, person-centred, and clinically excellent care.

This care is operationally efficient, and delivered by high functioning teams in a culture that fosters trust both within the health service and from the community.

We call this **Staying Well** and believe it's critical to the realisation of our vision of **creating a healthier community, making a difference for every person, every day.**



**Enabled staff, empowered teams**

**Goal**  
Staff have the skills, knowledge, motivation and opportunity to make a difference for patients and each other.

**Strategic Initiatives**

- Provide education and development opportunities that enable all staff to contribute to improving the safety of the health service.
- Develop teams that are structured and function in a manner which encourages multidisciplinary communication, problem solving and innovation.
- Embed the characteristics and behaviours of a High Reliable Healthcare Organisation that build a culture which is psychologically and physically safe for patients and staff.
- Enhance staff recognition programs and performance systems.

**Outcomes**

- Northern Health staff are active participants in a safety culture.
- Staff are engaged and empowered to use all their skills and knowledge.
- Northern Health is an employer of choice.



**Engaged learners, inspired researchers**

**Goal**  
Research and education equips staff with the latest knowledge and best practices to support positive patient experiences and safe, effective care.

**Strategic Initiatives**

- Elevate Northern Health's research profile.
- Translate research into healthcare practice.
- Enhance teaching and learning culture.
- Use digital technology like e-health, telemedicine and internet to enhance learning.
- Build community health literacy, including understanding of health and risk factors.

**Outcomes**

- Northern Health's research capability is recognised.
- Northern Health is a partner of choice for research and attracts research funding.
- Northern Health is sought after for innovation and transformational training.
- Northern Health staff are competent at using methods and tools that seek to enhance patient understanding of health information.