Where are we now?
Higher chronic disease than Qld average
disadvantaged WMHHS 1/3 treated elsewhere

What is our response?
Partner with community and organisations to improve health and wellbeing
Deliver more care closer to home
Transform healthcare with technology and evidence
Grow our services and facilities
Provide safe, reliable, quality care

What are our priorities?
Person-centred care
Provide equitable, person-centred care and support diverse and vulnerable communities
Interconnected care
Use partnerships and technology to deliver integrated care
Better care
Deliver safe, high quality care backed by innovation and research

Our vision
To create a West Moreton community which is thriving and well.

Our purpose
To meet the health needs of the diverse and growing community now and in the future.

Our principles
We are committed to the highest standards of patient and staff safety.
People come first.
We are brave and innovative.
We are committed to best care and sustainability.

Who we are
West Moreton Hospital and Health Service (West Moreton Health) provides health and wellbeing services to more than 290,000 people across the Somerset, Scenic Rim, Lockyer Valley and Ipswich communities.

West Moreton Health recognises the risks associated with delivering on our Strategic Plan. These include meeting the predicted service/growth demands; constraints of funding; ensuring our partnerships continue to mature in supporting the delivery of care to the community; continuing to attract and retain staff; and managing change that occurs in the external environment. Our Strategic Plan seeks to manage these challenges by connecting, partnering, growing and transforming our services while providing safe, reliable care that is closer to home.

West Moreton Health has developed a 15-year vision to meet the needs of our diverse population which considers infrastructure, partnering and new models of care. Our vision is to create a West Moreton community which is thriving and well.
### West Moreton Health Strategic Plan 2017-21 (update 2019)

<table>
<thead>
<tr>
<th>Person-centred care</th>
<th>Caring for our teams</th>
<th>Interconnected care</th>
<th>Better care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliver equitable, person-centred care and support diverse and vulnerable communities</td>
<td>Inspire a workplace where staff, volunteers and partners thrive and know they are valued</td>
<td>Use partnerships and technology to deliver integrated care</td>
<td>Deliver safe, high quality, high value care backed by innovation and research</td>
</tr>
</tbody>
</table>

#### WHAT ARE WE GOING TO DO?

1. Deliver equitable, person-centred care which supports vulnerable communities.
2. Improve Aboriginal and Torres Strait Islander health outcomes.
3. Grow our people to create a workplace where staff volunteers and partners are valued and excel.
4. Deliver the right care, at the right time, at the right place and deliver care closer to home.
5. Work with partners and community to improve the health of our population.
6. Use digital technology to transform care.
7. Deliver safe, excellent, value-based care.
8. Plan and transform our services for a sustainable future.
9. Build our innovation and research capabilities to improve our care.

#### HOW WILL WE KNOW WE HAVE BEEN SUCCESSFUL?

- Sustained 10% annual improvement in reported patient experience.
- Sustained 5% reduction in potentially preventable hospitalisations for Aboriginal and Torres Strait Islander patients.
- Sustained annual improvement in Working for Queensland Results.
- Sustained annual improvement in antenatal attendance for Aboriginal and Torres Strait Islander patients (Current DoH target is 5 visits per patient).
- Sustained annual improvement in workplace health and safety incidents.
- Annual measurable increase in service streams delivered in community settings.
- Sustained annual reduction in potentially preventable hospitalisations.
- Sustained annual growth in telehealth and virtual care relative to overall activity growth.
- Sustained annual improvement in patient safety measures (SAB, HACS and never events).
- Annual achievement of balanced operating position.
- Sustained annual self-sufficiency increases (2016/7 measure was 66%).
- Sustained annual increase in research activity and grants.

The objectives of our strategic plan contribute to the Government’s objectives for the community, Our Future State: Advancing Queensland’s Priorities to Keep Queenslanders healthy and to Give all our children a great start; as well as My Health, Queensland’s future: Advancing health 2026 directions; and the Minister for Health and Minister for Ambulance Services’ Rapid Results Program priorities.