

# Our Purpose

## Kerang District Health exists to Protect, Restore and Enhance Health

### For us this means:

- We deliver the best services aligned to community needs
- We measure and make adjustments to enhance health outcomes
- We create environments where our staff and community can thrive
- We work together for collective impact

### Our Values



#### Caring

We will be person centred, show compassion, and empathy



#### Accountability

We will be transparent, trustworthy and responsible for our actions



#### Respect

We will embrace and be considerate of the differences between all people



#### Excellence

We will be dedicated to every person, every time

### Priority one: Enhanced Health Experiences

#### Objective

KDH provides safe, high-quality care close to home and enhances the consumer experience.

#### Actions

- Finalise the Telehealth Room model of care in partnership with the Consumer Advisory Committee.
- Review access and quality of care processes for people with disabilities.
- Strengthen relationships with Community to improve the First Nation patient experience.
- Finalise a Medical Imaging (Radiology) Review with community engagement.

#### Outcomes

- Optimised health outcomes by partnering with consumers in service design and planning.
- Strengthened relationships with healthcare partners and community including MDAS and VIVID Disability Services.
- A culturally safe and welcoming healthcare environment.

### Priority two: Workforce investment

#### Objective

KDH workforce are well trained, resourceful and flexible with readiness to respond to changes in the health care system.

#### Actions

- Implementation of a Workforce Plan incorporating an Aboriginal Employment Plan.
- Development of a Staff Health and Wellbeing Plan incorporating a Psychosocial Framework.
- Develop a Medical Workforce model and care pathways in collaboration with the *Connecting the Docs* program.
- Invest in our diverse workforce by developing a culturally welcoming environment.
- Participate in a regional approach to Clinical Service Planning.

#### Outcomes

- The workforce is agile and empowered to seek new opportunities.
- Investment in staff education and training leads to career progression.
- Right quantity and quality of skilled and engaged employees.
- KDH fosters an environment that supports the cultural and psychosocial safety and wellbeing of the workplace.
- Improvement in combined recruitment and retention scores.

### Priority three: Smart partnering

#### Objective

KDH has established and effective partnerships that enhance community outcomes and health service performance.

#### Actions

- Establish a shared Chief Medical Officer Role with SHDH.
- Strengthen relationships with local healthcare partners to improve the integration of patient care pathways.
- Establish formalised shared service agreements with partner organisations focusing of efficiency and effectiveness gains.
- Actively engage in LMLHSN and Health Service Plan key strategic priorities.

#### Outcomes

- Reduced health service expenditure and improved patient outcomes in areas where formal shared service agreements are in place.
- Early return of patients back from sub-regional and regional providers to receive care closer to home.
- Partnership agreements, joint funding submissions and joint health programs are prioritised and strengthened.
- Community involvement in service design and decision making are optimised.

### Priority four: Technology integration

#### Objective

KDH is committed to investing and advancing technology to support high quality, safe work practices and care environments.

#### Actions

- Continue to implement the KDH 5-year Digital Health Strategy in collaboration with the LMSS IT Strategy.
- Develop a KDH Intranet.
- Strengthen current and devise new models of care for telehealth services.
- Seek funding opportunities to strengthen asset program and fleet.

#### Outcomes

- Better performance through enhanced technology and integration by an increased maturity score on the 5-year Digital Health Strategy.
- Data captured through the 'lived experience' of staff and community is used to inform services.
- Increased use of telehealth service models.
- Infrastructure is monitored and assessed against current and future needs including the consideration of cost, reduced carbon footprint, and access to funding opportunities.

Investing in Quality Care  
Kerang District Health  
Strategic Plan 2025 - 2026

