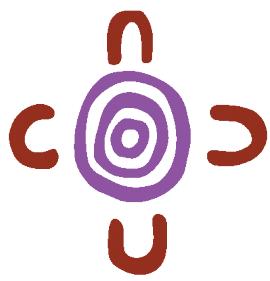




Strategic Plan Summary 2020-25



Message from Chief Executive Officer

I am delighted to present the Northern Adelaide Local Health Network (NALHN) Strategic Plan Summary 2020-25. This provides a high level summary of our vision and direction for our health services to the communities of the north and north-east of Adelaide.

We remain committed to providing health services delivered by our excellent staff that are innovative, consistently high quality and compassionate.

The Strategic Plan marks the beginning of the next phase of NALHN's journey in supporting our community to have the best possible health and wellbeing throughout their life.

OUR VISION

Our community has the best possible health and wellbeing throughout their life.

OUR PURPOSE

To deliver exceptional health and wellbeing services that enhance the quality of life for our community.

OUR VALUES

Values are at the heart of our organisation and inform our culture and how we work.

In NALHN we believe that:

*Everyone has a story; Everyone matters;
Everyone contributes; Everyone grows.*

Why we believe this:

- > **Everyone has a story** – We are compassionate and will walk a mile in your shoes – patients, families and staff.
- > **Everyone matters** – We are welcoming, respectful and inclusive. In NALHN, rank doesn't have its usual privileges.
- > **Everyone contributes** – Everyone builds the culture and makes NALHN better. We listen and learn.
- > **Everyone grows** – We promote recovery, wellbeing, creativity and innovation. We are all on a growth journey – patients, families and staff.

OUR LOCAL HEALTH NETWORK

- > Lyell McEwin Hospital – the major hospital in the north and north-east for emergency care, complex and multi-day surgery, medicine, obstetrics, paediatrics and outpatient services
- > Modbury Hospital – a general hospital with emergency care, elective surgery, medicine, outpatient and sub-acute services, rehabilitation, geriatric and palliative care
- > Primary health, sub-acute and transitional care services, including GP Plus Health Care Centre Elizabeth and GP Plus Super Clinic Modbury with a satellite site at Gilles Plains
- > Watto Purrunna Aboriginal Primary Health Care Service sites Muna Paeindi, Kanggawodli, Maringga Turtpandi and Wonggangga Turtpandi
- > Northern Mental Health services across community and hospital settings, including adult and older persons' mental health services as well as statewide forensic mental health services.



STRATEGIC IMPERATIVES

Our six strategic imperatives reflect NALHN's priorities for organisational development and investment to achieve Our Vision and Our Purpose. The imperatives have been co-designed with our staff, consumers, Aboriginal people and diverse community.

Inclusive Culture



Inclusive Culture

We are committed to supporting and building our personality in line with our values and determination to provide the best care, every time, by our exceptional staff.

Key priority

Build a value-based workforce, in which staff feel safe to learn, grow, speak up and achieve.

Service Design



Service Design

We deliver services tailored to meet the health needs of our population in the most appropriate, effective and efficient way.

Key priority

Design, develop and review our health services with our consumers and community.

Enhance health service integration through improved, coordinated care across the continuum with our partners.

Support those who need it most by ensuring services meet the needs of our key population groups.

Digitally Smart



Digitally Smart

We develop digitally smart programs and use the latest technology to maximise better health outcomes, reshape how our consumers, communities and partners use technology to interface with us and support staff.

Key priority

Improve our digital infrastructure and embrace technology innovation.

Develop systems that provide timely, accurate information to support effective decision-making.

Sustainability



Sustainability

We embrace sustainability by innovating, improving our efficiency, recognising and managing risk, and continually aligning, optimising and growing our resources and living within our means.

Key priority

Responsible use of resources to maximise services provided.

Strengthen systems to support robust financial management.

Identify opportunities for commercial innovation.

Exceptional People



Exceptional People

We strive to be a workplace of choice that attracts and retains exceptional employees by fostering an inclusive work culture and environment where they feel empowered to grow, contribute and everyone matters.

Key priority

Invest in our people to create a diverse, skilled and agile workforce to deliver world-class health care.

Create a vibrant, values-based place to work and learn.

Build a workforce culture which places care and kindness at the centre of everything we do.

Partnering



Partnering

We create strategic collaborative partnerships to maximise and leverage opportunities to support our growing community.

Key priority

Develop targeted relationships with partners.

Meaningfully and consistently engage with consumers and community.

Learn and innovate through partnerships with universities and research institutions.





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of South Australia

Health
Northern Adelaide
Local Health Network