



East Metropolitan Health Service

# Strategic Intent 2017 – 2020



# Our Vision

East Metropolitan Health Service's (EMHS) vision statement was developed to reflect the essence of what we do and aspire to do. Our vision statement is staff, patient, and consumer-focussed and represents what we inspire in each other to do every single day.

Healthy people, amazing care.  
Koorda moort, moorditj kwabadak.

**Healthy people** refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

**Amazing care** reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

Our vision is inclusive of all services that EMHS provides for the population, community, inpatient, outpatient and emergency services, and encompasses each and every one of our employees.



# Our Values



## Our Values



Our values reflect the qualities that we demonstrate to each other and our community every day.

Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to.

The EMHS values capture the shared responsibilities that we uphold as most important.

## Kindness

Kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.

## Respect

We demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.

## Excellence

Excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.

## Integrity

Integrity is doing the right thing, knowing it's what we do when people aren't looking that is a true reflection of who we are.

## Collaboration

Collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.

## Accountability

Together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.



# Our Service Delivery Principles

Our seven service delivery principles will guide the way our health service performs, with a strong focus on establishing EMHS as a sustainable, forward thinking organisation.

These service delivery principles encompass the entire health service; the people who deliver safe effective health care, the consumers who use our hospitals and community based programs, the EMHS community as a whole, and our researchers and innovators.



## High performing systems and teams

Developing and maintaining high performing systems and teams to ensure our stakeholders have confidence in the care we provide, both now and in the future.

EMHS represents a conglomeration of high performing systems, where accreditation is achieved across all of our health services, quality and safety requirements are met or are exceeded, and results – both financial and non-financial are at an optimum. This will be achieved by:

- Doing the ordinary, extraordinarily well
- Operating within resources allocated to the health service
- A commitment to excellence in outcomes
- Cultivating leadership and teamwork at every level of the organisation.

## Supporting cultural diversity

Partnering with Aboriginal and culturally diverse communities to provide healthcare networks that are free from prejudice and are culturally informed.



EMHS has a responsibility for delivering culturally appropriate care to our community and shared accountability for ensuring equitable access for all. The health service is also accountable for delivering Aboriginal healthy lifestyle programs across the Perth metropolitan area and ensuring strong linkages with other area health services. This will be achieved by:

- Engaging with our community to ensure culturally appropriate health care is delivered
- Distinguishing cultural factors from social factors
- Developing cultural understanding across our workforce in the absence of judgement
- Recognition that there are many diverse cultures that utilise EMHS and ensure consideration is given in providing consumer-centred care for these groups.





## Consumer-centred

Providing consumer-centred care that empowers individuals to optimise their health and wellbeing.



Involving patient and their carers and families in the continuum of care, from community to hospital care is a priority for EMHS, and is considered a two way exchange between the health service provider and the consumer. The capability and knowledge of our community is to be enriched through engagement forums and participation in the planning and delivery of services across the region. This will be achieved by:

- Listening to our consumers and their carers
- An ongoing commitment to our patient's opinion and improvement to their health care journey
- Encouraging our consumers to commit to and be part of their health care journey
- Involving our consumers in decision making

## Intellectual curiosity

Exploring and leading the translation of research into evidence based practice and innovations that will deliver excellent health outcomes.



As a progressive and forward thinking organisation, EMHS is committed to research and innovation that translates into evidence based practices and excellent patient outcomes. Establishing links with education providers and the broader research community will ensure EMHS is able to deliver on this principle now and into the future. This will be achieved by:

- Fostering intellectual curiosity to support excellent clinical care and outcomes
- Developing centres of excellence and programs that offer and provide innovative models of care
- Instilling a culture of research and innovation at every level of the organisation
- Collaborating with best practice leaders nationally and internationally to inform and shape our clinical culture into the future



## Valuing our staff

Standing out in our field as an employer of choice.

With more than 7000 staff spanning a range of backgrounds and professions, EMHS considers our staff to be our most valued asset. They deliver care to some of the most vulnerable and disadvantaged people in our community, partner to deliver care across our region and support each other in the most challenging of circumstances. Valuing our staff will be achieved by:

- Ensuring the safety of our staff is our priority
- Utilising feedback from our staff to improve satisfaction and morale
- Ensuring a robust process for succession planning to secure our leaders of the future
- Ensuring staff involvement in decision making

## Active partnerships

Working with our partners to build and facilitate health and wellbeing in our communities.



EMHS values a collaborative approach to patient care and outcomes. This requires partnerships to be fostered across the care continuum, in the primary care and hospital environment to facilitate the health and wellbeing of the community. Partnerships do not only refer to external partnerships, but also our internal relationships as we continue to strengthen our relationships within our hospitals, across the health service and with our corporate services. This will be achieved by:

- Strengthening and sustaining clinical relationships, both internal and external to the organisation
- Increasing our value proposition with private public partnerships
- Developing strategic relationships with service providers both internal and external to the organisation
- Partnering with national and international counterparts to develop collaborative relationships



## Doing the right thing

Encouraging and empowering our staff and consumers in making the right decisions to support better health outcomes.

EMHS is guided by the principle of doing the right thing in every aspect of our organisation. We can achieve this together by ensuring equitable access to health care services for the community, promoting our performance at every level and delivering health care in the most appropriate setting. We will promote above and below the line behaviours, which will consider the cultural diversity of our health service. This will be achieved by:

- Publishing information on our performance in the public domain
- Having the courage to challenge our peers to constantly ensure we are doing the right thing for our patients
- Encouraging our community to use the health system across its continuum
- Ensuring our staff engage in ethical behaviours and treat each other and our consumers, with respect
- Supporting and encouraging our consumers to make the right decisions about their own health care.





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