

Priorities

Key actions

Measures of success

<p>1</p> <p>Better Health</p> <p>Our services are aligned with our priorities to ensure better health for all</p>	<p>1.1</p> <p>Implement our Strategy for achieving Aboriginal and Torres Strait Islander health equity</p>	<p>1.2</p> <p>Stronger investment in the health and service needs of people in minority and vulnerable groups</p>	<p>1.3</p> <p>Deliver personalised, and localised community focused health care services, in alignment with government priorities</p>		<p>Health Equity strategy indicators are met</p> <p>Joint health needs assessment completed in partnership with the PHN by 2025</p> <p>Achievement of HHS Service Delivery targets - emergency department, specialist outpatients and elective surgeries</p> <p>Improved patient satisfaction</p>		
<p>2</p> <p>Accessible care</p> <p>The way we deliver care improves accessibility for our community</p>	<p>2.1</p> <p>Change the structure and the culture of our services to ensure consumers are at the centre of our care</p>	<p>2.2</p> <p>Ensure models of care and service reflect value based health care</p>	<p>2.3</p> <p>Grow and innovate in our use of support and assistant roles and design work to optimise scope of practice</p>	<p>2.4</p> <p>Improve the care options for patients who are no longer acutely unwell and who are ready to be transitioned out of acute care services</p>	<p>2.5</p> <p>Improve use of evidence from research to transform care</p>	<p>2.6</p> <p>Use our new hospital builds as an opportunity to transform the way we provide care</p>	<p>Increase of patients receiving alternative virtual models of care</p> <p>Development of detailed HHS models of care</p> <p>Reduction in average length of stay for maintenance patients</p> <p>Achievement of HHS milestones for the New Toowoomba Hospital and Building Rural Master Works Program</p>
<p>3</p> <p>Delivery of care</p> <p>Our resources, systems and processes are designed to support and improve the delivery of care</p>	<p>3.1</p> <p>Simplify, standardise, digitise and automate our processes to improve and support delivery of care to consumers</p>	<p>3.2</p> <p>Implement an electronic medical record system</p>	<p>3.3</p> <p>Optimise financial and operating performance</p>		<p>By 2027 Horizon 1 and 2 of the Darling Downs Health Digital Strategy are implemented</p> <p>Digital Blue Print delivered within set timeframes</p> <p>Revenue growth to exceed growth in expenditure</p>		
<p>4</p> <p>Our people</p> <p>We attract the right people and support them to deliver world-class care</p>	<p>4.1</p> <p>Become a centre of excellence for research, education, training, mentoring and support for our people</p>	<p>4.2</p> <p>Attract, grow and retain our own local workforce through the development and delivery of our People First Workforce Strategy</p>	<p>4.3</p> <p>Build systems to support our people to work flexibly</p>	<p>4.4</p> <p>Increase opportunities for our people to engage in research</p>		<p>An increase in positive employee reported experience</p> <p>Employee attrition rate is stabilised and reduces (permanent employee)</p> <p>Sustained growth in research development and engagement unit appointments</p>	
<p>5</p> <p>Safe environments</p> <p>Ensure our communities, consumers, our people and their information are safe</p>	<p>5.1</p> <p>Embed our safety management system to make sure our people are safe at work</p>	<p>5.2</p> <p>Clinical care and patient safety standards are implemented consistently</p>	<p>5.3</p> <p>Build our information security to support our transition toward digital information collection and digital communication</p>	<p>5.4</p> <p>Prepare for and manage the risks and impacts of disruptive events including the emerging long-term impacts of climate change</p>	<p>5.5</p> <p>Proactively embed the Child Safe Standards into our delivery of care</p>	<p>Reduced criticality of recommendations from the Darling Downs Health Information Security Management System audit year on year</p> <p>Facility vulnerability assessments completed and service continuity plans developed</p> <p>Open disclosure and clinical incident management are consumer focused</p>	

Darling Downs Health

Our vision

Caring for our communities - healthier together

We will respect, protect and promote human rights in our decision-making and actions as per the Human Rights Act.

Our purpose

Accessible and sustainable care no matter where you live in our region

Our values



Compassion

We engage with others and demonstrate empathy, care, kindness, support and understanding



Integrity

We are open, honest, approachable, equitable and consistent in everything we do



Dignity

We treat others with respect, display reasonableness and take pride in what we do



Innovation

We embrace change and strive to know more, learn more and do better



Courage

We respectfully question for clarity and have the strength and confidence to Speak Up

Our health service



Opportunities

- **Improve communication** with consumers to ensure consumers understand their care journey
- Invest in and support our current **workforce** to **prepare for the future**
- Embrace employees, consumer and community willingness and capability to **utilise technology** for digital information and virtual care to increase and to **better inform and provide care**
- Increase the **volume and scope of DDH services** with the addition of the new Toowoomba Hospital



Challenges

- Higher **demands for our services**, and an increase in the complexity of care
- Shortage of housing (as well as other factors) impacts on **workforce shortages** and hospital discharges
- Increased **possibility of cyber attacks** due to increased rates of cyber-crime
- **Natural disasters** including extreme heat events, intense heavy rainfall and longer fire seasons may **impact our ability to deliver services**

We contribute to the Government's objectives for the community:



Health services when you need them

Restoring health services when Queenslanders need them most through transparent and targeted investment with real-time data, boosting frontline health services, driving resources where they're needed most, improving our EDs, reopening regional maternity wards, fast-tracking access to elective surgeries, and helping patients to be seen faster.



Acknowledgement of Traditional Owners

Darling Downs Health respectfully acknowledges the Traditional Owners, both past and present, of the region we service



Queensland Government