



NORTHERN ADELAIDE
LOCAL HEALTH NETWORK

STRATEGIC PLAN 2020-2025

MID-TERM REVIEW

The Strategic Plan articulates NALHN's vision, purpose, values, and strategic imperatives, providing a clear framework for action during the period 2020-2025.

NALHN is committed to ensuring the Strategic Plan remains relevant throughout the life of the Plan and will adapt to new opportunities and new priorities that inevitably emerge.

To facilitate this a mid-term review was undertaken through a series of workshops with NALHN's Governing Board Members, Strategic Executive Council, Emerging Leaders and Consumer Community.



Government
of South Australia

Health

Northern Adelaide
Local Health Network

MESSAGE FROM THE GOVERNING BOARD CHAIR



The Strategic Plan articulates NALHN's vision, purpose, values and strategic imperatives providing a bold and clear framework for action during the period 2020-2025.

I am proud to share the mid-term review of the Plan demonstrating NALHN has embedded the six strategic imperatives into everyday core business and highlighting some of the key strategic achievements.

By undertaking this mid-term review, NALHN can ensure the plan adapts to new opportunities and priorities that inevitably emerge and ensuring our strategic thinking goes well beyond the 2025 timeframe.

Ray Blight
Governing Board Chair

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I am pleased to present the mid-term review of the NALHN Strategic Plan 2020-25 highlighting our achievements in the first half of the Plan and our priorities for the life of the Plan.

Our vision is for our community to have the best possible health and wellbeing throughout their life recognising we play a leading role in enabling, protecting, guiding and supporting the health and wellbeing of our communities, delivering services to the fastest growing region in South Australia.

Maree Geraghty
Chief Executive Officer



OUR STRATEGIC IMPERATIVES



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.



Service Design

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



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.



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.



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.



Partnering

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

EXAMPLES OF ACHIEVEMENTS WITHIN THE PLAN



Inclusive Culture



The NALHN Values have been embedded into the organisations culture and visually through decals and branding across the organisation.



NALHN's Team North enables an integrated multidisciplinary team huddle approach to improving staff connection from 'Floor to Board' and 'Board to Floor' to achieve the purpose of delivering exceptional wellbeing services to our community.



NALHN's Stretch Reconciliation Action Plan 2021-2024 marked a significant milestone in NALHN's reconciliation journey with NALHN being the first Local Health Network to achieve the third level of reconciliation known as 'Stretch'.



Increased staff engagement through regular publications, executive walk arounds and online staff forums supported with Q&A between executive and staff.

Service Design



The development of the NALHN Clinical Services Plan sets out the blueprint for service direction to meet the needs of NALHN's growing population and ensure the provision of integrated, responsive and innovative clinical services.



The NALHN Aboriginal Health Framework and Action Plan 2021-2026 sets the directions and priorities for NALHN documenting our commitment to addressing and improving Aboriginal and Torres Strait Islander health outcomes in the North.



NALHN are the highest users of Priority Care Centres which supports patient flow and access to timely services, improving access to care with key stakeholders and in the delivery of Priority Care Centres.



Expansion of the model of care for Hospital in the Home, Geriatric in the Home and Rehabilitation in the Home which supports management of avoidable hospital demand in the delivery of My Home Hospital.



Digitally Smart



The Network Operation Centre was established to enhance the user experience across the care continuum, with the Virtual In- Home Virtual Assist (VIVA) platform, a key digital health initiative of NALHN's out of hospital virtual care program.



NALHN increased its presence on social media including Facebook, Instagram and LinkedIn to better engage with external stakeholders in our catchment area and the wider community.



The Sunrise Patient Administration System and Electronic Medical Record was fully deployed across NALHN during an expedited timeframe of just over 16 months, concluding in February 2023.



POP (Pregnancy Online Platform NALHN) a digital patient engagement platform in maternity care was successfully piloted, with over 2,000 patients invited to participate. This was a state-first initiative, helping pregnant mothers navigate their antenatal care in a more efficient and timely manner.



The NALHN 2022-2037 Infrastructure Master Plan was developed, outlining the capital infrastructure (configuration and acquisition), clinical, digital and support services required to meet the projected health and wellbeing needs of the population over the next 10-15 years.



Capital works at the Modbury and Lyell McEwin Hospitals. The \$98M Modbury Hospital Redevelopment and stage one of the \$58M Lyell McEwin Hospital Emergency Department Redevelopment were completed.



NALHN embraces sustainability by improving our environmental footprint to demonstrate corporate, social and environmental responsibility and is the first Local Health Network in South Australia to appoint a Sustainability and Environment Project Officer.



NALHN implemented a comprehensive Performance and Accountability Framework where divisions achieve Earned Autonomy when they achieve several key performance indicators against Access Flow, Productivity and Efficiency, Safe and Effective Care and People and Culture as outlined in the Service Level Agreement.



Exceptional People



WOW (Ways of Working) Forums bring together NALHN's exceptional and emerging leaders to share ideas and discuss approaches to embedding NALHN values and growing innovative culture.



The Australian Commission on Safety and Quality in Health Care Standards (NSQHS) awarded NALHN three-years accreditation in November 2021, an outstanding achievement, made possible through our staff's teamwork, expertise and commitment to high-quality and safe patient care.



NALHN recognises Aboriginal workforce participation is a key component to improving social, emotional, and economic wellbeing for our Aboriginal and Torres Strait Islander Communities and is committed to attracting and retaining this valuable workforce.



In 2023, NALHN will host their third Staff Awards ceremony to formally recognise the commitment and achievements of staff.

Partnering



The Children in the North Alliance was established to improve access to services and interventions for children.



Established the NALHN Consumer Community with more than 43 consumer representatives from a broad spectrum of lived experience and professional backgrounds.



The Northern Adelaide Health and Wellbeing Partnership formalised a collaboration between universities, local councils, other health services, industries and other government agencies.



The Northern Adelaide Mental Health Alliance collaborates and advocates for a range of service innovations to drive reform and better service integration in the north.

PRIORITIES AND OPPORTUNITIES

Priorities for the remaining life of the Plan and Opportunities to strengthen the Plan into the future.



Inclusive Culture

Priorities

- > Further enhance NALHN's safety and quality culture ensuring a trusted and welcoming environment for our staff to work and deliver high quality care for our consumers

Opportunities

- > Represent true inclusivity across NALHN's diverse cultural representation including expansion of use of language for CALD and Aboriginal and Torres Strait Islander communities



Service Design

Priorities

- > Delivery of the Clinical Services Plan to support care closer to home through clinical commissioning
- > Growing our research capability
- > Meeting the needs of the population

Opportunities

- > Shared care – largest birthing hospital in SA
- > Disability and Aged Care
- > First and Last 1,000 days
- > Hospital in the Home



Digitally Smart

Priorities

- > Community engagement through digital presence
- > Empowering staff with tools for productivity and service effectiveness
- > Automated key administration tasks

Opportunities

- > Optimise and maximise EMR
- > Single source of truth data
- > Digital Health competency for all staff
- > Digital health to meet community needs



Sustainability

Priorities

- > Master Plan 2022-2037
- > Embed environmental sustainability across the network to ensure we are building a sustainable future and enhancing the health and wellbeing of our community

Opportunities

- > Research, Evaluation and Knowledge Translation
- > Self-sufficiency



Exceptional People

Priorities

- > Clinical Training Base
- > Workforce
- > Health Precinct

Opportunities

- > Attraction and retention strategies
- > Toolkits to reduce stress and care



Partnering

Priorities

- > Children in the North
- > National Health Reform Agenda

Opportunities

- > Consumer co-design
- > Sharing resources and funding

WHO WE ARE AND WHAT DO WE WANT TO BE?

At NALHN, our vision is for our community to continue to strive for the best possible health and wellbeing throughout their life.

We see ourselves as a loyal community with a commitment to continual improvement and thriving in adversity.

NALHN will continue to evolve as a LHN as an intelligent, productive, and satisfied workforce who link with the community to make accessible, high quality and efficient services as a world class precinct for generations to come.