

Future Hospital Program

Strategic Plan 2017-2027

a joint partnership program between
 Logan and Beaudesert Hospitals | Clinical Excellence Queensland

Vision Statement

Through the Future Hospital Program, we aim to *Lead, Transform* and *Excel* in the delivery of healthcare with the vision to:

- deliver safer and kinder care
- become the beacon for clinical excellence
- be nationally recognised for innovation and excellence in person-centred care, education and research

Our vision aligns with the Department of Health Strategic Plan 2016-2020 and its vision 'Healthier Queenslanders', the Metro South Health Strategic Plan 2015-2019 and the Metro South Health Clinical Governance Strategic Plan 2015-2020.

Mission Statement

Growing the best, the kindest, the safest care for ALL.

Safety & Reliability

Goal:

To achieve no preventable patient harm and be recognised as a High Reliability Organisation.

Objectives:

Create a robust and mature safety environment underpinned by the five characteristics of a High Reliability Organisation.

Indicators of success:

- No preventable patient harm.
- All 'mission critical' safety factors consistently achieve a reliability score of 10-2.
- Optimising Digital benefits.

Workforce Capability

Goal:

To develop and enhance our workforce skills and abilities to meet future hospital needs.

Objectives:

Create capacity and build capability of staff through three key areas and enablers of successful performance – leadership, strategy and delivery

Indicators of success:

- Improved workforce satisfaction.
- Staff provided with the appropriate skills to remain agile and responsive.

Quality Improvement

Goal:

To embed a culture of continuous quality improvement through the use of best practice methodologies.

Objectives:

Implement changes that will lead to better patient outcomes, better system performance and better professional development.

Indicators of success:

- Staff trained in improvement science.
- Staff have access to improvement experts.
- Staff finding it easier to leverage Digital data to improve care.

Person-Centred Care

Goal:

To be recognised as a leader in person-centred care.

Objectives:

Embed a universally useable framework for implementing person-centred care practices.

Indicators of success:

- Improved patient satisfaction.
- External validation and recognition in person-centred care.

Research & Innovation

Goal:

To be recognised as an organisation that supports and produces world standard clinical research and innovation.

Objectives:

Contribute to the well-being of the community by providing our patients with excellence in healthcare through collaboration, culture and infrastructure.

Indicators of success:

- Innovation maturity.
- Research and Innovation Centre of Excellence.
- Increased publications.

