

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age, socio-economic status, population and healthcare needs.

We deliver clinical services to more than 700,000 people through seven Clinical Programs from more than 25 different locations. Our services are located across 2800 square kilometres in the east – the largest geographical catchment area of any metropolitan health service in Victoria.

We employ over 8000 people, deliver more than 800,000 episodes of patient care each year and manage a budget approaching \$700m per year. We aspire to be **GREAT** in everything that we do. We focus extensively on continuously building a high quality healthcare system for the people we serve and through which we can also attract and retain the best staff.

We have an active education and research focus and strong affiliations with some of Australia's top universities and educational institutions. As a progressive, responsive and innovative health service, we demonstrate our commitment to excellence through external accreditation with the Australian Council on Healthcare Standards.

Eastern Health

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What we value and how we work...

We value excellence: We strive to attain the highest standards of service delivery and clinical practice. We acknowledge, recognise and promote innovation. We enthusiastically participate in continuous learning, professional development, teaching and research. We actively seek feedback and act on this feedback. We go beyond what is expected. We come to work to make a difference.

We value accountability: We are open and accountable for our decisions and actions. We understand that it is 'my job' to provide a safe environment for staff, patients, visitors and members of the community. We take personal responsibility for maintaining the necessary skills and competencies to perform our workforce roles and encourage others to do the same. If we make mistakes, we support each other to be open about them in order to learn.

We value compassion: We are fair and caring to all those we come into contact with, even during difficult times. We are polite, attentive, supportive and encouraging. We treat others as we would expect to be treated. We take a moment to try and see things from the patient's point of view.

We value teamwork: We involve staff and service providers in decision making. We identify and manage conflict constructively. We work in partnership with our patients, their families, carers and other healthcare providers.

We value integrity: We behave in accordance with our professional, ethical and legislative requirements. We use our resources responsibly and transparently. We uphold Eastern Health's Code of Conduct. We are honest and truthful.

We value respect: We uphold the dignity and rights of ourselves, patients, relatives, carers, colleagues and members of the community. We acknowledge and respond to individual and group differences. We value the people we work with and the work they do. We make decisions with the benefit of patients and their carers' wishes.

We value collaboration: We initiate engagement with our services and professionals, both internally and externally. We proudly share our knowledge and experiences to build a better health system.

STRATEGIC PLAN 2010–15

OUR VISION

Great health and wellbeing

OUR MISSION

To provide positive health experiences for people and communities in the east



THIS INFORMATION MAY
BE AVAILABLE IN OTHER
LANGUAGES. ASK STAFF TO
CHECK AVAILABILITY IN YOUR
PREFERRED LANGUAGE.

easternhealth
GREAT HEALTH AND WELLBEING

STRATEGIC DIRECTIONS	1 A PROVIDER OF GREAT HEALTHCARE	2 A GREAT PATIENT EXPERIENCE	3 A GREAT PLACE TO LEARN AND WORK	4 A GREAT PARTNER WITH OUR COMMUNITIES	5 A GREAT ACHIEVER IN SUSTAINABILITY
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STRATEGIC GOALS	<p>1.1 Meeting or exceeding all required standards of service and care.</p> <p>1.2 Delivering models of care and treatment that are based on evidence.</p> <p>1.3 Monitoring, reporting and continuously improving the quality and safety of clinical care.</p> <p>1.4 Tailoring services around the needs of a diverse population.</p>	<p>2.1 Taking a person-centred approach which actively involves patients in decision-making.</p> <p>2.2 Aligning our services and resources to meet the changing needs of our communities.</p> <p>2.3 Ensuring services are easy to access and navigate.</p> <p>2.4 Ensuring access to health services for the most disadvantaged within our community.</p>	<p>3.1 Ensuring flexible, highly skilled and capable workforce and volunteer networks.</p> <p>3.2 Communicating and consulting with our staff and providing feedback, reward and recognition.</p> <p>3.3 Identifying leaders and providing learning opportunities for our staff.</p> <p>3.4 Partnering with education and training organisations to drive research and education.</p>	<p>4.1 Delivering models of care with our community partners that provide a seamless patient journey and deliver the right service in the right place.</p> <p>4.2 Partnering with other hospitals and community partners to provide a comprehensive and integrated range of services.</p> <p>4.3 Embracing technologies that enhance our partnerships.</p> <p>4.4 Being socially responsible and active in our community.</p>	<p>5.1 Ensuring optimal utilisation of resources across the organisation.</p> <p>5.2 Building flexible, sustainable environments and technologies.</p> <p>5.3 Measuring the things that matter.</p> <p>5.4 Living within our means and minimising waste.</p>
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Our mission is to provide positive health experiences for people and communities in the east.

