



# 2022 – 2026

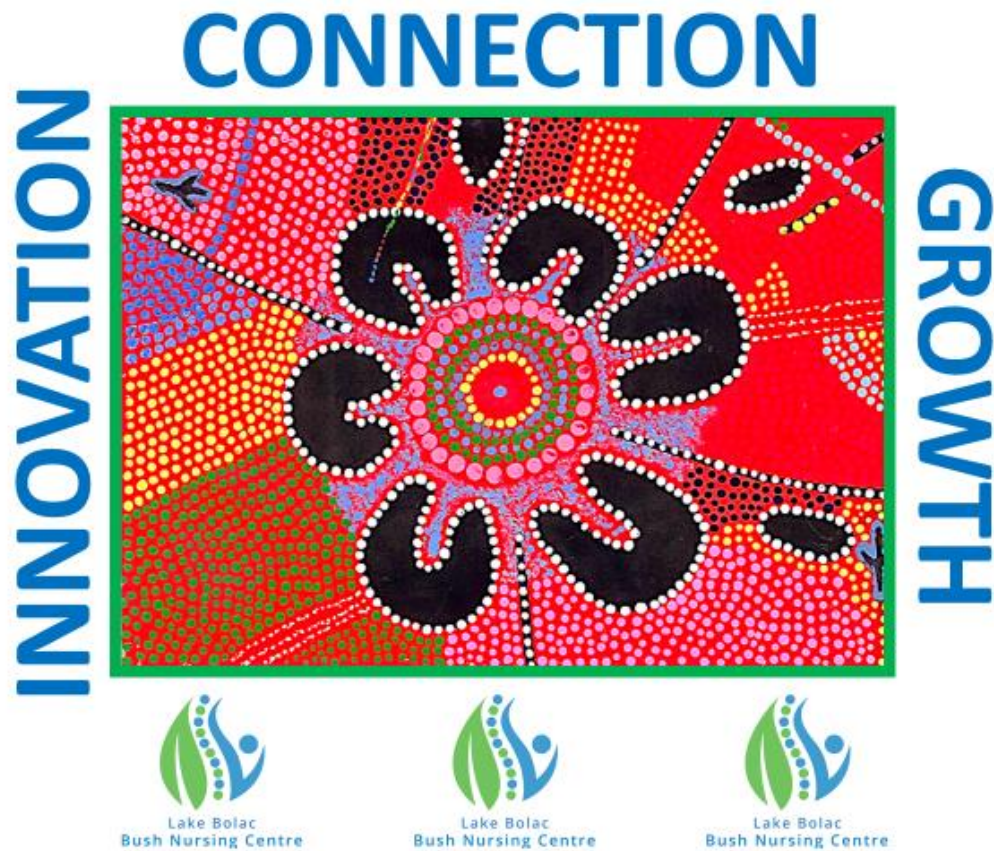
# Strategic Plan

## **Our Vision**

LBBNC will be an integral part of this community's health and wellbeing.

## **Our Mission**

To meet our community's health and wellbeing needs in a safe, caring and confidential environment.



## Connection

with all diversities, cultures and partnering organisations



## Growth

to embrace progressive thinking & empowering health strategies that respond to our community as it grows and changes.



## Innovation

to continually explore a broader range of health & wellbeing options for our community members

# Developing our 2022- 2026 Strategic Plan

**Timeline**

**2021**

**February**

**Board and Staff Workshop 1**  
Presentations by partnering health care providers & local council

**March**

**Community Survey**  
Paper based survey circulated to our broader community

**Postcard survey**  
Distributed to businesses and community members



**June**

**BOM & STAFF EDUCATION**  
Health 2040  
Victorian Government

**FOCUS GROUPS**

- Staff
- Quality & Safety
- Community Engagement

**October**



**2022**

**June**

**Strategic Plan completed and adopted by the Board**  
Presented to the community



As an organisation the process of strategic planning helps us to organise our priorities and set our goals for the future. To do this we need to stay **connected** to our community and be **innovative** with how we align with the government's future vision (Health 2040). These priorities will include key strategies for **growth** that fit with the National Safety & Quality Standards 2<sup>nd</sup> Ed for healthcare organisations.

## Our Opportunities and Challenges

### Government changes and health reform

- New regional bodies such as Local Public Health Units
- Dissolution of Primary Care Partnerships in 2022
- Competing for health funding

### Our community and our workforce

- Increasing local population due to COVID19 pandemic
- Increasing membership from diverse groups growing in local communities
- Tired workforce due to COVID-19 pandemic and its response

### Technology improvements changing the way health is accessed and delivered

- Electronic health records and cloud based systems
- Telehealth
- Centralised digital gateways
- eReferrals
- Social media platforms

### Funding

- New funding models changing the way in which services are funded and delivered
- Competitive service delivery now that PCP's dissolved
- Opportunities for philanthropic and/or government grants

## **Our Strengths and Opportunities**

- ✓ Our community is growing. The pandemic has brought more people to our town.
- ✓ We are the only local primary healthcare service
- ✓ We have professional and compassionate staff
- ✓ We provide accessible holistic services
- ✓ We have an excellent facility and safe work environment
- ✓ We have a progressive, community driven Board with a strategic focus
- ✓ We have strong partnerships with other service providers
- ✓ We are independent, agile and provide a local voice
- ✓ We are financially viable
- ✓ We are aware of the need to keep relevant and progressive

The Victorian Governments 'Health 2040' vision for all Victorians provides a guide for all health services to meet their goals of care.

### **BETTER HEALTH**

- A system geared to prevention as much as treatment
- Everyone understands their own health risks
- Illness is detected and managed early
- Healthy neighbourhoods and communities encourage healthy lifestyle

### **BETTER ACCESS**

- Care is always there when people need it
- More access to care in the home and community
- People are connected to the full range of care and support they need
- There is fair access to care

### **BETTER CARE**

- Target zero avoidable harm
- Healthcare that focuses on outcomes
- People are active partners in care
- Care fits together around people's needs

We believe that to achieve our objectives for the next few years we will need to focus on the following Priority Areas in response to the vision for 'Health 2040'.

## 2022 – 2026 Key Priority Areas

<b>Priority 1.</b> <b>Provide inclusive services via:</b> <b>a. Access</b>	Enable access to holistic health and wellbeing services for ALL community members regardless of ethnicity, gender, age, sexual orientation, ability or socioeconomic standing
	Establish communities of practice to share collaboration and intersectionality in practice
	Provide professional, kind and patient interactions with community members and clients of the BNC
<b>b. With a Cultural lens</b>	Develop flexibility and versatility towards community members to allow for compassionate interactions
	Provide a diverse and professional level of holistic health and wellbeing services
	Increase multi-cultural & diverse inclusivity and engagement
<b>c. Towards Vulnerable persons</b>	Identify vulnerable and isolated members of the community for appropriate support services
	Increase Mental Health education, support and access to services

<p><b>Priority 2.</b> Promote holistic health &amp; wellbeing services</p>	Establish and maintain a positive vision for the centrality of the BNC in local healthcare promotions and service provision
	Increase number of diverse professionals in practice at LBBNC
	Prioritize Heart Health initiatives through research, health promotions and screening processes
<p><b>Priority 3.</b> Establish and build Foundations for the Future</p>	Enhance technology use by employees and committee members via electronic monitoring systems for education, monitoring and reporting purposes
	Consolidate monitoring and reporting systems for appropriate governance-GEMBA 360
	Provide better access to educational opportunities for staff and members of the community-Grampians LMS
	Advertise telehealth access to specialists, general practitioners and allied health professionals
	Seek philanthropic or other funding to provide increased support services
	Create internal and external spaces to develop and establish 'safe environments' for both staff and clients
	Provide an ongoing focus towards improved infection control measures and COVID safe precautions
Improve access to primary care physicians and specialists via in-person/telehealth	

*“Meeting our community’s health & wellbeing needs is our priority”*