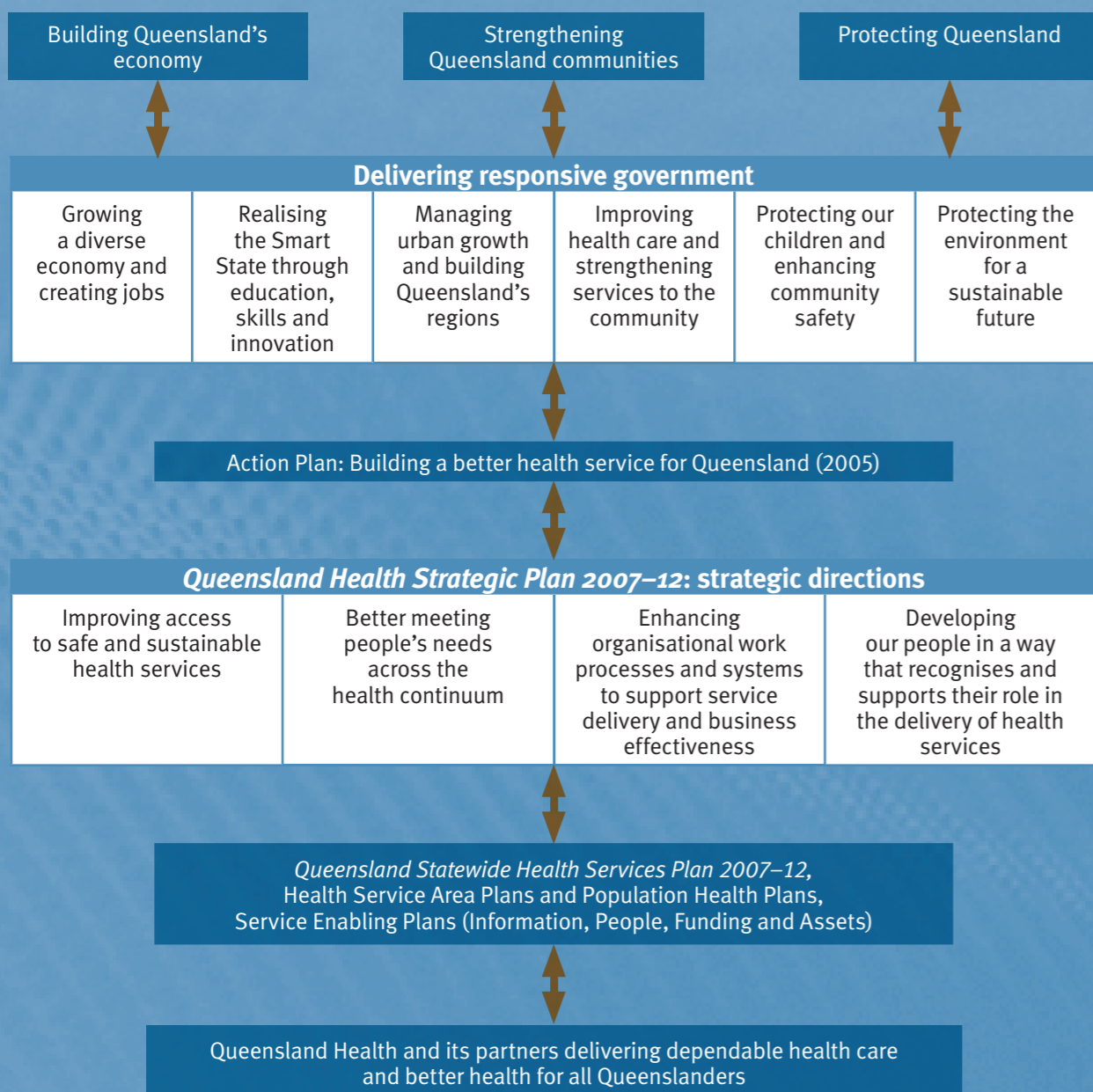


## Our planning context

This planning context illustrates the connection and interdependency between different Queensland Health planning processes. At the highest level are the three whole-of-government priorities to deliver responsive government. These priorities, along with health arena scanning and stakeholder input, inform the development of the Queensland Health Strategic Plan. The Strategic Plan articulates the long term direction for Queensland Health, encompassing both service delivery and enabling functions.

The Queensland Statewide Health Services Plan focuses on guiding service delivery in Queensland, which in turn guides service planning for population health and in health service areas. Health service planning defines what and how services will be provided. Service provision is supported and enabled by information and communication technology, people, funding, finance and asset planning.

### Contributing to Government outcomes and priorities



# Strategic Plan 2007-12

## Director-General's Introduction



The Queensland Government is committed to reform of the health system. The reform process began with the release of the *Action Plan – Building a better health service for Queensland* (October 2005). Implementation of the initiatives defined in that Plan continues to drive reform, but we must also plan for the longer term sustainability of the health system. Issues such as population growth and ageing, rapid advances in technology and providing a sustainable health workforce will continue to bring challenges, so we must plan now in order to deliver good health services in the future.

The *Queensland Health Strategic Plan 2007-12* contains four strategic directions. Two of the strategic directions align directly with the reform outcomes identified in the recently released *Queensland Statewide Health Services Plan 2007-12*. These are:

- improving access to safe and sustainable health services
  - better meeting people's needs across the health continuum
- The other two strategic directions address critical enabling functions that we must excel at if we are to make long term change. These are:
- enhancing organisational work processes and systems to support service delivery and business effectiveness
  - developing our people in a way that recognises and supports their role in the delivery of health services

Queensland Health aims to provide high quality, safe and sustainable health services to meet the needs of our communities. To do this, it is essential services are well planned and organised and that they evolve and change in line with changing practice and community needs.

Queensland Health cannot meet the challenges of the future alone. Working together with other public and private service providers will be even more important. Our goal, in collaboration with our partners, is to respond effectively to immediate challenges and more proactively shape health services so that we are able to meet our patients' and Queensland consumers' needs in the future.

I commend the *Strategic Plan 2007-12* to you and invite all of you who work in public, private and community health settings to work with us to deliver a better health system for all Queenslanders.

*Queensland Health aims to provide high quality, safe and sustainable health services to meet the needs of our communities. To do this, it is essential services are well-planned and organised and that they evolve and change in line with changing practice and community needs.*



Uschi Schreiber  
Director-General

## Our Mission

Creating dependable **health care**  
and **better health**  
for all **Queenslanders**

# Strategic Plan 2007–12

## Our Strategic directions

The *Queensland Health Strategic Plan 2007–12* (Strategic Plan) identifies the strategic directions for Queensland Health over the next five years. Strategic directions 1 & 2 are the reform outcomes identified in the *Queensland Statewide Health Services Plan 2007–12*.

## 1. Improving access to safe and sustainable health services

Queenslanders will be able to access high quality and safe services organised to ensure the service is sustainable. Given the vast geographic areas of the state, this will mean developing new and different ways of delivering services in the future.

## 2. Better meeting people's needs across the health continuum

Queensland Health, in collaboration with its partners, will provide a comprehensive suite of health services to Queenslanders. The spectrum of services provided ranges from supporting those who are well, those who are at risk of developing a health condition, those who need treatment when they are injured or are ill and people who have long term conditions. Services will be planned, organised and delivered on the basis of what services are needed most, by whom, and which services will give the greatest benefit.

## 3. Enhancing organisational work processes and systems to support service delivery and business effectiveness

Queensland Health's work processes and systems will be focussed on providing services that are user-centred and efficient to support and enable provision of service delivery and business value. Performance monitoring, evidence-based practice and continuous improvement will be targeted so Queensland Health operates at the highest standard within available resources.

## 4. Developing our people in a way that recognises and supports their role in the delivery of health services

The people working in Queensland Health are the foundation of our services. Developing the Queensland Health workforce will continually require creating an environment where staff can engage in, adapt and develop to meet the changing demands of health services. This will mean developing the capacity of staff, building consistency in managing people, engaging staff in new and innovative work models and processes, and valuing the workforce through improved and standardised recognition and reward practices.

## Our operating principles

Queensland Health's operating principles have been developed to guide the way that Queensland Health does business. The principles guide our actions, help staff make appropriate decisions, and are applied when developing new strategies and initiatives.

### Queensland Health responds justly and fairly to need

Working in partnership with others, Queensland Health will provide health services that safely and effectively respond to the needs of Queenslanders. Our aim is to enable timely access to the right health service at the right time in the right setting.

### Queensland Health works in partnership

We partner and collaborate with other health service providers, government departments and service organisations to provide integrated, safe and sustainable services to patients and consumers and to improve the health status of the community.

### Queensland Health enables and supports change in the health system

We operate in a climate of change. We recognise, in a health system characterised by increasing demand for health services and scarce human and financial resources, there will be an ongoing requirement to change the way we do things. We support change as a means to continuously improve treatment, efficiency and outcomes.

### Queensland Health is accountable for its resources and actions

In providing dependable health services for Queenslanders, we are accountable to the community for the optimal utilisation of systems, assets and information. We learn from our mistakes to improve the safety and quality of the care we provide.

## Our stakeholders

### Consumers

Queensland Health commits to building our services around the needs of our consumers and the communities in which they live. By consumers we mean those people who have experienced our services (as a patient, relative or friend) or could potentially access our services in the future. Queensland Health also delivers services at a population level to promote and protect health.

### Health sector partners

Queensland Health is not the only provider of health services to Queenslanders. Where possible, Queensland Health commits to working with private and non-government health organisations to support and complement the services provided by Queensland Health. Other important partners in the health system are government and non-government agencies that provide vital services which influence and contribute to people's health status and overall well-being.

### Obtaining copies of the Strategic Plan

Full copies of the *Queensland Health Strategic Plan 2007–12* are available:  
Electronically, on the Queensland Health internet site:  
[www.health.qld.gov.au](http://www.health.qld.gov.au)

Printed copies are available by telephoning: 07 3234 0699