The Wide Bay Hospital and Health Service Strategic Plan 2018–2022 was reviewed and updated in February 2019.

About Wide Bay Hospital and Health Service

Wide Bay Hospital and Health Service (HHS) is an independent statutory body overseen by a local Hospital and Health Board. Wide Bay HHS delivers health services to more than 214,000 people across Wide Bay.

Wide Bay HHS is responsible for the delivery of public hospital and health services including medical, surgical, emergency, obstetrics, paediatrics, specialist outpatient clinics, mental health, critical care and clinical support services to people residing in a geographical area which incorporates the North Burnett, Bundaberg and Fraser Coast local government areas and part of Gladstone local government area (Miriam Vale).

Wide Bay HHS’s vision and the strategic plan consider and support the Queensland Government’s objectives for the community Our Future State: Advancing Queensland’s Priorities, with a particular contribution towards the objectives to keep Queenslanders healthy and give all our children a great start, and the directions outlined in My health, Queensland’s future: Advancing health 2026 for its healthcare priorities to provide patient-centred care. In this context, five strategic directions have been developed and committed:

- Enhance holistic health care: we will put patients, carers and consumers at the centre of all we do
- Deliver more care locally: we will provide high-quality, innovative services and develop our health technology
- Plan today for future infrastructure: we will develop our health infrastructure to meet our region’s needs
- Develop and support our staff: we will invest in and nurture our staff
- Excellence through innovation: we will improve our services through strategic partnerships and active innovation.

Our opportunities

Our strategic plan, along with our vision and purpose, help us to:

- meet the changing health and wellbeing needs of our community
- responsively engage with our consumers, our staff and our wider community for future design, development and service delivery
- progressively deliver innovative and evidence based systems, processes and models of care
- expand our digital technologies to improve consumer access, experience and outcomes
- build collaborative relationships with academic partners
- establish collaborative partnerships within health care and other sectors (such as education, local councils and non-government organisations)
- nurture an organisational culture that values, recognises and celebrates our workforce’s dedication and high performance
- build a sustainable, educated and valuable workforce to meet future needs.

Our vision

Care Comes First... Through Patients’ Eyes

Our purpose

We support people to improve their lives by delivering patient-centred, high-quality healthcare for Wide Bay.

Managing our risks

The Wide Bay HHS region has an ageing and low socio-economic population with high levels of acute conditions and chronic diseases which place increasing demands on local public health services.

We have adopted a proactive approach to identify, assess, control and minimise the potential for risks to impact on the successful delivery of our strategic objectives.

The Wide Bay HHS’s main strategic risks are:

- Our capacity to meet increased demand for services due to increasing population, incidence of chronic conditions and community expectations
- The current capacity, capability and ongoing maintenance costs of WBHHS buildings and equipment may negatively impact the introduction of new and advanced services and technologies
- WBHHS may be unable to attract and retain high performing staff with specialised knowledge and skills
- WBHHS may be unable to provide sustainable delivery of safe and quality care close to home for our patients
- Potential changes to funding models may impact how effectively WBHHS keeps up with increased service activity and demand

Our strategic directions

Enhance holistic health care
Deliver more care locally
Plan today for future infrastructure
Develop and support our staff
Excellence through innovation

1. Queensland Government Statistician’s Office, Queensland Treasury, Queensland Regional Profiles: Resident Profile for Wide Bay HHS region, 2017
## Care Comes First... Through Patients’ Eyes • Strategic Plan 2018–22 2019 UPDATE

### Objectives

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### Our priorities

- **Redesign care to enhance patient experience and focus on patient needs**
- **Ensure patients/consumers are actively engaged in their healthcare**
- **Reform accreditation outcomes and improve the safety and quality of our services through involvement in the Short Notice Accreditation Assessment Process (SNAAP)**
- **Promote the health and wellbeing of people in the region through targeted campaigns to reduce factors that cause illness and disease and promote behaviours to reduce the risk of disease transmission**
- **Engage with all members of our community by establishing robust, accessible communication channels**
- **Measures of patient experience, including point of care survey, continue to improve**
- **Accreditation standards are maintained**

### Our outcomes

- **Deliver the right service, in the right place, at the right time**
- **Continue to expand our Telehealth service**
- **Build on our expansion of locally available specialist and sub-specialist services**
- **Improve "out of hospital" care to tackle the growing burden of chronic disease and avoidable hospital admissions**
- **Promote access and service delivery to "hard to reach" community groups, eg Aboriginal or Torres Strait Islander, rural and remote**
- **Trial relevant mobile apps for monitoring identified health conditions**
- **Delivery of initiatives and outcomes from the WBHHS Closing the Gap Health Plan 2019–2022**

### Our measures

- **Invest in our infrastructure and capability to deliver the best standards of care, with more and higher complexity services, to effectively meet the needs of our community**
- **Develop a change management program to support the Digital Health implementation**
- **Planning and submissions for a proposed new Level 5 facility for the Wide Bay HHS progressed**
- **Target Operating Model for Information management and ICT defined and implemented**

### Aligned with Queensland’s objectives

- **Give all our children a great start**
- **Keep Queenslanders healthy**
- **Keep communities safe**