

STRATEGIC PLAN 2019-2022



FORWARD

ARCHE HEALTH IS UNIQUE IN THE PEOPLE WE SERVE AND THE STYLE OF CARE WE PROVIDE.

It is with great pleasure we present Arche Health's 2019-2022 Strategic Plan.

Arche Health is passionately pursuing the provision of the highest quality care for our community by valuing our commitment to care and collaborate towards excellence. This plan has been developed to refresh the 2016-18 Strategic plan, given the significant organisational change in the last 3 years.

The challenge in healthcare is increasingly complex, we recognise that we are operating within a rapidly changing, dynamic environment with financial constraints. However, we explicitly remain true to our founding principles in promoting healthy community and equitable healthcare.

On behalf of the Board and the Executive, we are indebted to the contributions made by our staff and local community in helping inform and direct this plan. We look forward to working with you all to achieve these goals.

Dr Kanwal J. Singh
Board Chairman

Mr Sujeewe Gamagedera
Chief Executive Officer



ACKNOWLEDGEMENT TO COUNTRY

Arche Health recognises and respects the values of the Aboriginal and Torres Strait Islander cultures and acknowledges the Noongar peoples of the Wadjuk Nations as the traditional owners of this land on which we work. We pay our respect to their elders both past and present.

Ken Hayward
Chairman, Community Advisory Committee
Wangen Murduin® Aboriginal Health Service





OUR FUTURE

THE NEEDS OF OUR COMMUNITY ARE GROWING AND BECOMING MORE COMPLEX. THE COMMUNITY WE CARE FOR IS INCREASINGLY DIVERSE AND HAS MORE COMPLEX HEALTHCARE NEEDS.

Our primary catchment of focus includes relatively affluent areas and some of Perth's most disadvantaged and culturally diverse regions. This diversity brings differing needs, expectations and beliefs about health and healthcare. Our community is also ageing, and its healthcare needs are becoming more complex.

Our strategic approach for the next three years reflects this diversity and is particularly cognisant of the needs of our most vulnerable populations. It considers the changes we need to make to continue to provide high-quality care. In particular:

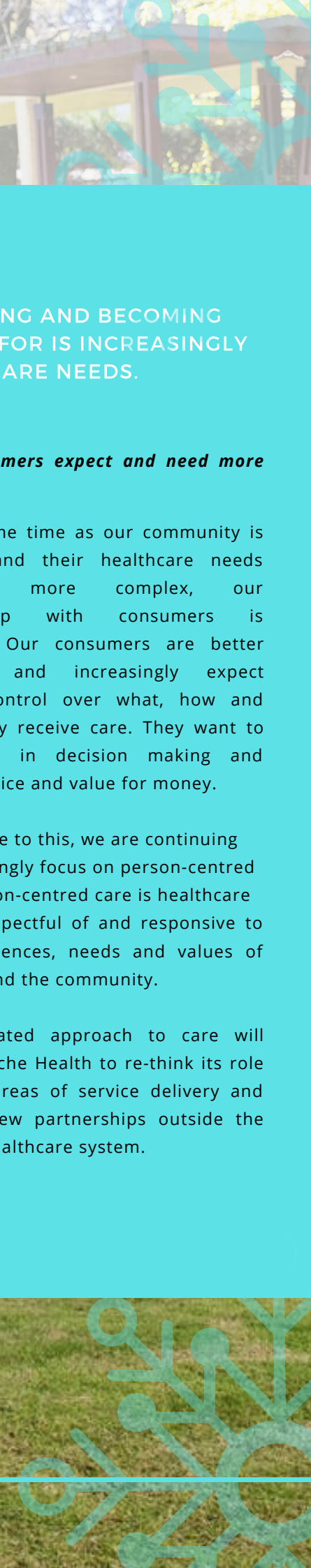
- There will be an increasing shift toward community-based preventative care.
- A whole-of-patient approach will increasingly replace the traditional focus on clinical specialties and single disease management.
- Technological advancement will change the way we deliver care and interact with patients.
- Our service delivery model must change and new partnerships outside healthcare system should align with other sectors including social services.

Our consumers expect and need more from us.

At the same time as our community is growing and their healthcare needs becoming more complex, our relationship with consumers is changing. Our consumers are better informed and increasingly expect greater control over what, how and where they receive care. They want to participate in decision making and expect choice and value for money.

In response to this, we are continuing to increasingly focus on person-centred care. Person-centred care is healthcare that is respectful of and responsive to the preferences, needs and values of patients and the community.

An integrated approach to care will require Arche Health to re-think its role in many areas of service delivery and develop new partnerships outside the primary healthcare system.



VISION

To be recognized as a provider of high quality primary health care services that meets the needs of the community.

VALUES

The core values that guide us are:

- Care
- Commitment
- Collaborations
- Excellence

MISSION

Shaping Community health through innovative quality primary health care.

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Strategic Directions

<p>Our Clients</p>	<p>01 Patient-Centred Care Our patients are understood, appreciated, supported and empowered.</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • Services assist customers to improve self-management and self-reliance. • Staff are engaged in development of patient focused services • Effective feedback systems provide evaluation of patient experiences 	<p>02 Quality Service Design (Model) Our customers receive and enjoy superior quality services.</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • A range of specialised services are offered to meet a diversity of patient needs and goals. • Flexible and responsive services accommodate customers' changing needs and goals. • Continuous evaluation of customer outcomes enables improvement to program effectiveness.
<p>Our Systems</p>	<p>03 Quality Management Practices Our quality management ensures superior quality services exceeding customer expectations.</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • Quality assurance and auditing ensures we surpass standards required by our funders. • Infrastructure and asset management ensures safety and efficient service operations. • Clinical Governance ensures excellence in clinical care and employee safety and performance. 	<p>04 Effective Business Operations Our business management ensures fidelity, excellence and sustainability in practice</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • Financial management ensures accountability, transparency and financial sustainability. • HR, ICT, Marketing and Administration provide optimal back-office support. • Workforce are the most important asset and workforce development is valued. • Corporate Governance and Sound Risk Management ensure operational security, safety, efficiency and fidelity that promotes and protects patients rights.
<p>Our Partners</p>	<p>05 Partnering for Innovation and Service Growth We connect with organisations and government agencies to improve services.</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • Partnerships created to develop improved service models, fill service gaps, and reach clients in locations in which we do not provide supports. • Collaborations translate into new ideas and improved services. • Seek potential joint ventures to build revenue streams. 	<p>06 Partnering to Increase Impact We connect with individuals and groups to enhance our impact.</p> <p>OUR STRATEGIC OUTCOMES</p> <ul style="list-style-type: none"> • Strategic opportunities are achieved through collaboration and thinking creatively. • Connections are made to build and share our knowledge, skills and resources. • RAP plan will provide framework for inclusive service design and reconciliation. • Partnerships will be based on mutual benefit for our clients valued stakeholders. • Work with diverse communities and individuals with diagnosed health issues and develop effective responses to address their needs.

Our Service Principles

Social Model of Health

Community & Patient-Centered

Evidence based best practice

Prevention and Early Intervention (Primary Care Focus)

Aboriginal Health Services

Allied Health Services

GP & Specialist Medical Services

headspace Armadale Infocus Counselling

Our Core Business Areas



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