

Arche Health Limited Strategic Plan 2024-2028



Our Vision



To be recognised as a provider of high quality primary healthcare services that meets the needs of the community.

Our Mission



Support and deliver *innovative* and *quality* primary healthcare.

Our Values



The values that drive everything we do are:

* Care * Commitment * Collaboration * Excellence

Goals

1



Empower our clients to achieve positive health outcomes.

2



Support workforce to deliver care in a safe and friendly workplace environment.

3



Maintain & establish strategic alliances to increase scalability of our services.

4



Improve quality of our human care services model through evidence based practice framework.

5



Improve quality of our business operations.

Strategies

People

Enhancing quality access to care outcomes by:

Patient Centred Care

- Empowering patients with person-centred care that accommodates clients needs and goals to achieve optimal outcome.
- Maintaining effective patient feedback mechanisms to achieve enhanced patient experience.

Quality Service Model

- Developing evidence-based **Models of Care** for individuals and their families.
- Developing flexible, inclusive and responsive services that meet diversity of patient needs and goals.
- Supporting staff safety and wellbeing to work at their optimal capacity.

Partners

Support and partner by:

Partnering to Grow, Innovate and Increase Impact

- Collaborating across the healthcare continuum with local health providers, aligning our service delivery models with national and State health plans.
- Engaging multi-sector partnerships to support service integration through co-design by encouraging mutual understanding through MOU's and SLA's where appropriate.

Systems

Develop well planned, well informed systems to support service delivery by:

Quality Management Business Practices

- Establishing quality frameworks, policies and practices that ensure safety, respects individual preferences, recognises patient rights, encourage family and friends involvement and improve quality assurances to meet best practice industry standards.
- Building and maintaining strong Corporate Governance, HR, ICT, Marketing capabilities to improve efficiency for future business growth.
- Maintaining robust Financial Management systems that ensures accountability, transparency and services sustainability.
- Developing effective workforce strategy that supports recruitment and retention, prioritising safe and supportive workplace to become employer of choice.



Prevention & early Intervention



Community & Client Centered



Collaboration & Partnerships



Social model of health



Evidence-based best practice

Service Principles