Excellence in Care
Delivering person centred care to improve health, wellbeing, care experience and health outcomes, with our community

<table>
<thead>
<tr>
<th>Safety &amp; Quality</th>
<th>Service Capability</th>
<th>People</th>
<th>Innovation &amp; Technology</th>
<th>Financial Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will deliver safe, high quality, person centred care.</td>
<td>We will grow service capacity and capability including access to meet local and sub-regional needs.</td>
<td>We will enable a skilled, motivated workforce that is highly valued.</td>
<td>We will embrace innovation and technology.</td>
<td>We will ensure strong financial governance, viability and sustainability.</td>
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</tbody>
</table>

- Evidence based models of care and capability
- Clinical Services Plan for Bass Coast and the broader sub-regional catchment of South Gippsland
- Positive work place culture
- Robust Information Technology / Information Management strategic plan
- Enhanced financial governance systems and processes
- Quality and clinical governance systems and processes
- Effective service profile and service responsiveness
- Strong communication, teamwork, collaboration and integration
- Process improvement and system efficiency
- Contemporary fundraising strategy
- Comprehensive community partnerships and communication
- Strong partnerships with service providers (inc Medical Specialists)
- Safe working environment
- Participate in eHealth opportunities
- Opportunities to attract new funding for service growth
- Person centred care
- Robust infrastructure strategy (including master planning)
- Detailed workforce plans
- Optimised data integrity and management
- Robust BCH Risk management framework
- Enhanced consumer feedback and improve health literacy
- Enhanced programs for health promotion, early intervention and prevention & management of chronic disease (including mental health)
- Support, value and grow our volunteer services
- Strong learning and research agenda
- Reduced environmental footprint

**WE CARE**

Well-being  Equity  Compassion  Accountability  Respect  Excellence