

Heyfield Hospital and Laurina Lodge

Heyfield Hospital and Laurina Lodge has a vision to be a flexible, accessible and trusted service. Our mission is to add value to our community by providing access to viable, flexible health and aged care services tailored to meet our community's needs.

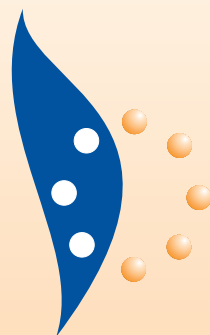
Background

Heyfield Hospital and Laurina Lodge provides important health services to the local community. It is critical to the sustainability of a wide range of health services including primary care, specialist and allied health outreach, transitional care and tele-health services, aged care and end-of-life care.

Together, Heyfield Hospital and Laurina Lodge and the Heyfield Medical Centre form the Heyfield Hospital Complex, a self-governed facility managed by the Central Gippsland Health Service.

Heyfield Hospital currently operates eleven acute and subacute beds including transitional care, private and public beds.

Laurina Lodge provides 51 residential aged care places.



Central Gippsland
Health Service

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Heyfield Hospital
and
Laurina Lodge
Incorporated

Strategic Plan 2015

Summary Report



Strategic Plan

The 'Heyfield Hospital and Laurina Lodge Incorporated Strategic Plan' outlines the vision and mission for the facilities for the next one to three years. It draws on recommendations from a Clark Phillips Strategic Planning Project Report (2014) and identifies key priorities, broad strategies for achieving those priorities and key performance indicators for measuring outcomes.

Pillar 1: Connecting Services

Goal:

Build a triangular relationship with Central Gippsland Health Service and Stretton Park Incorporated) for resourcing, viability and workforce development.

Objective:

Analyse options and opportunities for strategic partnerships that will sustain a viable local service.

Strategies and Actions:

Some of the strategies and actions identified to enhance connection of services include:

- Establish Memorandum of Understanding with stakeholder agencies to facilitate shared arrangements
- Populate the Strategic Plan into CGHS systems
- Identify new income streams including fee for services
- Monitor and maximise the Aged Care Funding Instrument, reviewing targets as needed
- Progress an operational plan for the 'desired resident profile'
- Establish criteria to retain Rural Area Status
- Develop a contingency plan for reduced demand
- Determine an 'Agreed Service delivery' plan for the Alliance; build it into the MOU
- Track and respond to the impact of additional home care packages
- Develop a detailed service plan for the facilities
- Develop proposal for a sustainable tele-health model of staff supervision
- Develop a staff profile and roster which:
 - aligns to the resident profile;
 - is within budget, and;
 - is within industry benchmark

Pillar 2: Connecting Community

Goal:

Create a viable model which builds on strengths and creates enabling pathways for the local community.

Objective:

Partner with our local and regional providers. Provide effective, sustainable local person-centred services that are responsive to consumer expectations and needs. Market our unique and niche model of service.

Strategies and Actions:

Some of the strategies and actions identified to enhance community connections include:

- Explore viability of Heyfield Hospital becoming a Home Care Package provider
- Work collaboratively with others to identify flexible respite needs
- Develop sustainable fee for service respite model; person-centred accommodation
- Work towards an innovative, sustainable 'assisted living' model
- Secure ongoing, viable Transitional Care Program (TCP) relationship with CGHS
- Ensure workforce capability to support TCP, with access to a specialist physician
- Develop a tele-health service to support acute and sub-acute services
- Work towards securing additional respite days
- Review an upgrade of accommodation in Master Planning
- Integrate Heyfield Hospital into various community activities
- Explore the need for disability accommodation in Heyfield
- Explore the need for Heyfield to provide homelessness services
- Develop marketing materials and a community engagement plan for our service
- Lobby Local Government for a healthy ageing community strategy



Pillar 3: Universal Design

Goal:

Universally adapting the facilities to maximise outcomes for current and future community needs.

Objective:

Have universal design principles inform all facilities planning and development.

Strategies and Actions:

Some of the strategies and actions identified to achieve universal design include:

- Consider development of a Master Plan, subject to a model of viable and sustainable services
- Develop a ten year facilities management plan

Heyfield Hospital and Laurina Lodge Incorporated Values

We embrace our service's capability of supporting the local community. In stabilising and possibly growing this community asset we will:

- Place people at the centre of our care
- Strive for excellence in the quality of our services
- Act with honesty, transparency and integrity
- Be supportive and socially aware
- Value people through respect and mutual obligation