



Canberra Health Services



Strategic Plan 2024 — 2029



Acknowledgement of Country



Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



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Strategy overview

Our Vision

Creating exceptional health care together:



Safe



Effective



Well-led



Accessible



Personal



Connected

Our strategic priorities



Deliver world class care

Sound operational planning will determine the services we provide for our population. Consumer experience will be improved through providing care that is inclusive and culturally safe, delivered to the highest standards, in a timely way—across our acute, planned and community portfolios.



Be a great place to work, learn and teach

We will be an employer of choice—creating the environment to attract, recruit and retain skilled workers. A supportive learning environment, with a culture of candid and respectful communication, will support our people to be their best and grow professionally.



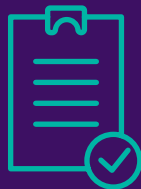
Build a strong research, innovation and improvement environment

A growing research portfolio and focus on translating innovation and improvement to better care at the bedside, will improve health outcomes for our consumers.

Our enablers



Accountability



Governance and decision making



Data and analytics



Partnerships



Sustainability



Our vision and role



At Canberra Health Services (CHS), we want the health care we provide to be exceptional. Every member of our team has a role to play.

Our vision is ‘creating exceptional health care together’.

Our role is to be a health service that is trusted by our community.

This means:

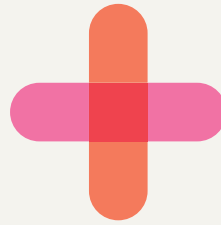
Together we are a caring team.

We will be successful when:

- people say, every day, ‘I trust you to look after me when I am at my most vulnerable’
- carers and family members say, every day, ‘I feel safe to leave my loved one in your care’
- CHS team members and health care partners say, every day, ‘I have pride in my work and I want to help us all improve’.

Our CHS Strategic Plan sets a clear path forward to support our vision and role.

Our **services**



Canberra Health Services

CHS is the Australian Capital Territory's (ACT) largest public health care provider. We exist to provide clinical services to our consumers, their families and carers, and support to the broader community. Our community extends past the borders of the ACT into surrounding New South Wales.

In July 2023, the ACT Government acquired the former Calvary Public Hospital Bruce, resulting in North Canberra Hospital (NCH) and Clare Holland House (CHH) becoming a part of a network of CHS hospitals and community facilities. This significant change brings all ACT public hospital and health services into one, integrated, public health system.

CHS works in partnership with the ACT Health Directorate (ACTHD), which has a whole of health system role, including encouraging collaboration and responsibility for population health outcomes.

The future sustainability and success of CHS is irrevocably tied to our partnerships with academic partners—Australian National University, University of Canberra, Canberra Institute of Technology and other educational institutions—as the key pipelines of our workforce. Our academic partners are essential to our journey towards becoming a learning health system and growing our research profile.



Services we provide

CHS provides publicly funded acute, sub-acute, primary and community-based health services through:

- **Canberra Hospital**—a tertiary and teaching hospital providing trauma services and most major medical and surgical sub-specialty services
- **North Canberra Hospital**—a general and teaching hospital that provides acute care, elective surgery and generalist inpatient hospital services
- **University of Canberra Hospital**—a specialist centre for rehabilitation, recovery and research with inpatient beds, day-bed places and additional outpatient services
- **Clare Holland House**—a hospice providing specialist palliative care through inpatient services, outpatient clinics, community based and specialist outreach services
- **Community health centres**—seven health centres providing a range of general and specialist health services to people of all ages, with a further four health centres planned to be built
- **Walk-in Centres**—five centres providing free treatment for minor illness and injury
- **Community based health services**—ranging from early childhood services, youth and women’s health to dental health
- **Mental Health, Justice Health and Alcohol and Drug Services**—a range of health services from prevention and treatment through to recovery and maintenance at several locations and in varied environments for people experiencing mental health or addiction issues and for those in custodial settings.



The people we serve



ACT catchment

Population

454,500ⁱ



This is expected to grow by 44,000 over the decade to 2030ⁱⁱ

Female 50.6%, Male 49.4%ⁱⁱⁱ

Life expectancy



Female
86.3
Years



Male
82.7
Years

Age profile

~18%
of the population
is aged 14
and younger

~14%^{iv}
of the population
is aged over 65

Aboriginal and Torres Strait Islander Peoples

~8900 **2%** of ACT population^v

Culturally and linguistically diverse populations

32.5%
born overseas

28.7%

speak a language other than English at home^{vi}



NSW catchment

Population

239,000^{vii}



This is expected to grow by 18,500 over the decade to 2030^{viii}

Female 50.1%, Male 49.9%^{ix}

Life expectancy



Female
85.1
Years



Male
79.7
Years

Age profile

~17%
of the population
is aged 14
and younger

~22%^x
of the population
is aged over 65

Aboriginal and Torres Strait Islander Peoples

~10,000 **4.2%** of population^{xi}

Culturally and linguistically diverse populations

20.2%
born overseas

13.6%

speak a language other than English at home^{xii}





People with disability

The proportion of ACT residents living with disability increased from 16.2% in 2015 to 21.1% (or 96,000 people) in 2022.^{xiii}

More people in the ACT are living with profound or severe core activity limitations—increasing from 18,800 in 2015 to 25,800 in 2018.^{xiv}



People with chronic conditions

In 2017 – 18, one in two (48.5%) ACT adults reporting having a chronic condition such as arthritis, asthma, cancer, diabetes, mental illness or heart disease.^{xv}

One in five (20.3%) reported having at least two conditions.^{xvi}



People experiencing mental health

Nearly one in two Canberrans experience a mental illness at some stage of their lives.

The prevalence of Canberrans reporting a mental health disorder or condition has been growing year on year. In 2022, over one in four (28.1%) Canberrans aged 18 years and over reported having a mental health condition or disorder, up from 27.6% in 2021.^{xvii}

In the ACT General Health Survey (2022), 19.3% of Canberran adults reported having an anxiety disorder and 15.5% reported having a depressive disorder.^{xviii}



Nearly one in two Canberrans experience a mental illness at some stage of their lives.

Our context and change drivers



Wellbeing is about how we are doing, as individuals, as a community and as a place to live.

The *ACT Wellbeing Framework* is focused on improving the quality of life for all Canberrans and comprises twelve domains of wellbeing. The primary areas of focus for CHS are:

health—
our community is healthy and supported with the right care

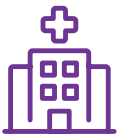
access and connectivity—
our community can access the services they need.



The ACT Health Services Plan forecasts continuing growth in demand on services. Over the next ten years, demand on services is expected to increase every year as outlined below:

	Same-day presentation	Multi-day separation
Public hospital services	2.7%	3.2%
Surgical services	3.1%	3.2%
Medical services	2.7%	3.8%
Inpatient psychiatry services	4.7%	4.3%
Women and babies' inpatient services	2.4%	1.3%
Inpatient paediatric services	1.9%	1.6%
Cancer, immunology and haematology services *	2.2%	3.8%

* Please note, same day chemotherapy and radiation oncology are not included in these figures.



Between 2017–18 and 2021–22, **emergency department presentations** grew by an average **3% per annum** and this level of growth is forecast to continue at the same rate.



Together, **general medicine and cardiology** account for **56%** of forecast multi day inpatient activity across both Canberra Hospital and North Canberra Hospital.



In addition, demand for **geriatrics, rehabilitation and palliative sub acute care** is expected to grow by over **30%** between 2023–24 and 2030–31^{xix}.

To manage and meet this demand we will work towards better planning and management of services and the system—in a way that reflects our patients' journeys, rather than our system's design.

We'll focus on reducing variation in care, as well as modernising our processes and operations. We also have an opportunity to provide care closer to home and in community settings and improve pathways into, across and out of CHS Network services.

Our opportunities and challenges



There are several important challenges for CHS to address and opportunities to take advantage of:

Challenges



Demand, capacity and financial sustainability

We are experiencing higher demand for services due to population growth, ageing and increasing incidence of chronic conditions. This is driving up costs. Capacity pressure and increased consumer demand have led to challenges providing timely care. We are also experiencing challenges with transferring or discharging consumers to an appropriate next care setting. We need a clear and consistent approach to systems operations management and the design and access to services.



Performance

Our public hospitals have a history of performing below peer benchmarks on a range of indicators. A large body of reform work is progressing, including opening of Building 5 at Canberra Hospital, planning for the new northside hospital and expansion of community based and primary care models. With this, our capacity to provide care and access in line with national benchmarks and meet community expectations will be increased.



Workforce

Similar to other health services across Australia and internationally, we are experiencing the impact of skills shortage challenges affecting our ability to attract, recruit and retain talent. We will continue to focus on growing our workforce engagement and culture and supporting the development and wellbeing of employees.



Bureaucracy and red tape

Structural and administrative systems and processes are currently preventing us from working on what's most important. We need to streamline processes and strip out red tape to ensure we are focused on the right things and foster the best relationships between functions, teams and roles.

Opportunities



Accountability

Ensuring accountability is appropriately defined to team member roles, with responsibility and decision making as close to service delivery as possible. The inclusion of North Canberra Hospital and Clare Holland House within our CHS Network provides an opportunity to pursue different models of management across the public health system to produce better consumer and community outcomes.



Planning and organising care

Providing clarity on what services are provided where, to which role delineation and in what quantities, will provide guidance on how teams work together to provide a seamless, effective and efficient patient journey whilst optimising capacity across the Territory.



Infrastructure and assets

Investing in infrastructure and health assets allows for modernisation across all our CHS Network sites and the ability to use our current spaces and health care technology in innovative ways to improve delivery of services.



Data

Improved data and information provides an opportunity to optimise clinical services, operational performance and personal health care approaches. Our data systems and processes are currently not working to the level expected and require improvement. Optimisation of the Digital Health Record is key.

Our strategic priorities

1. Deliver world class care



Service and operational planning will inform service delivery appropriate for our population. The experience of our consumers will be improved through providing care that is inclusive and culturally safe, delivered to the highest standards and evidence-base, in a timely way—across our acute, planned and community portfolios.

Our initiatives:

- **Operational planning**—strengthen our management processes through planning the work, working the plan and managing the variances. We will be clear on how much activity we intend to do, who will do it and the standards that apply.
- **Service planning**—clearly define CHS' configuration and organisational profile to inform future planning for service delivery and confirm what services are provided where.
- **Timely care and patient flow**—improve timeliness of care and flow in, through and out of CHS.
- **Inclusive and culturally safe care and work environments**—ensure consumers, their families and carers can access the care they need and everyone feels safe, supported and respected.

The transition of North Canberra Hospital and Clare Holland House into CHS will be complete, ensuring we are one service across many sites. We will make the most of this opportunity, pursuing different and improved models of management that produce better consumer and community outcomes. Operational planning, our organisation profile and position management rules will hold us accountable, guide organisational effort and ensure our clinical services can flourish.

CHS will continue to work in partnership with our consumers, carers and people with lived experience to listen to what is important to them.

We will better serve our consumers, their families and carers by improving the timeliness of our care—across acute, sub-acute and community settings—by working together as a team, with clear accountabilities at all levels.

We will work on tackling barriers to accessing health care with a focus on providing services that are inclusive, culturally appropriate, respectful and psychologically safe. Key to this is delivering on existing commitments to our Aboriginal and Torres Strait Islander and disability communities through actioning *CHS Statement of Commitment, Together, Forward*, and *CHS Disability Action and Inclusion Plan*.

We will have service and operational planning in place to meet future needs. Wait times for our consumers will be reduced—the care we provide will be more timely, reliable, accessible, safe and underpinned by the highest standards of care.

Our strategic priorities

2. Be a great place to work, learn and teach



We will be an employer of choice—creating a safe learning and teaching environment to attract, recruit and retain skilled workers. A supportive, learning and teaching environment, with a culture of open and respectful communication will support our people to be their best and grow professionally.

Our initiatives:

- **Culture, safety and wellbeing**—continue to develop and sustain a positive workplace culture through engaging the workforce and investing in the safety, health and wellbeing of our people.
- **Attraction, recruitment and retention**—plan strategically for future workforce needs and enhance employee attraction and retention of our team members.
- **Workforce capability and professional development**—invest in training and development programs to enable our team members to advance their capabilities for the future, recognising the opportunity to deliver services in new and creative ways.
- **Strengthen learning and teaching**—transition to a Learning Health System through implementation of our *CHS Clinical Learning and Teaching Strategy*.

Our people are the key to achieving our vision. An engaged workforce drives better consumer outcomes, increased enjoyment and meaning in our work and helps to attract the best people—and keep them.

Implementing our *CHS Wellbeing Strategy*, our *CHS Work Health and Safety Policy* and our *CHS Occupational Violence (OV) Prevention and Management Action Plan 2024–28* will ensure we nurture and support the safety, health and wellbeing of the people that make up our organisation.

We will invest in the development of our CHS team members, at all levels and across all professions, to enable them to develop capability, grow professionally and deliver best practice services and care to our consumers.

Delivering on our *CHS Clinical Learning and Teaching Strategy* will ensure we provide a forward thinking and collaborative learning and teaching environment, sharing knowledge and developing expertise across specialties and disciplines. We know great learning and teaching doesn't happen by accident. It takes deliberate planning and execution—which will be undertaken in parallel to service and operational planning. Ensuring we elevate the development needs of our team members alongside the delivery of care will be a marker of success.

Through collaboration across our teams, we will create a culture that fosters open and honest communication, inter-disciplinary learning, evidence-based practice and knowledge sharing.

We will achieve a positive workplace environment through enhancing our culture and investing in the wellbeing and capabilities of our team members—improving attraction, recruitment and retention to Team CHS.

Our strategic priorities

3. Build a strong research, innovation and improvement environment



A robust research portfolio and focus on innovation and improvement, will demonstrate our health services leadership role and result in improved health outcomes for our consumers.

Our initiatives:

- **Continue to grow and embed research**—enhance our focus on research through implementation of our *CHS Research Strategy* with a focus on translating research into practice, engaging with our academic partners and attracting funding.
- **Innovation**—opportunities for innovation will be identified and implemented, including harnessing research breakthroughs, inclusive methodologies and technology developments in collaboration with our partners.
- **Improvement**—fostering a culture of continuous improvement through responding to incidents and issues, identifying gaps, implementing better ways of doing things and learning from the things we do well.

Our focus on research will be enhanced through growing closer working relationships and creating impactful partnerships with the Australian National University, University of Canberra and other academic, health care, industry, community and consumer partners. We will plan for future research and academic growth, promoting and celebrating our research successes.

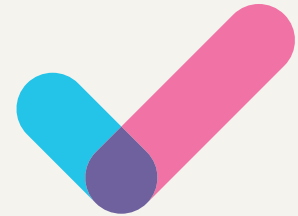
For our health care to be exceptional we must continue to evaluate and improve the way we do things. By responding to incidents or identified gaps and asking, 'can we do this better?', we will continue to create the environment for a culture of continuous improvement and innovation.

Improvement also applies to our structures and administrative systems and processes—making sure we adopt the best ways of doing things. Removing red tape and streamlining processes wherever possible, so our teams can focus on what is most important.

We will celebrate what is working well and spread successful innovative and improvement models and processes. Our focus will be on ensuring that the care we provide to our consumers tomorrow is better than the care we provide today.

We will establish impactful research partnerships to strengthen our leadership role and our focus on innovation and improvement to enhance service delivery and clinical care.

Our enablers



1. Accountability

Building an Accountable Organisation will ensure we are clear on what we should be doing, who should be doing it, how and what resources are allocated. We will plan the work, organise ourselves to do the work, and deliver.



2. Governance and decision making

We will review our governance processes to ensure the full integration of North Canberra Hospital and Clare Holland House into the CHS Network and accountability at all levels—including for delivery of this plan.

Accountability will be appropriately defined to CHS team member roles, with responsibility and decision making as close to service delivery as possible.

We will also continue to work closely with the ACT Health Directorate and other government partners to ensure our respective roles and responsibilities are clearly defined and we are working in close collaboration.



3. Data and analytics

We will support exceptional health care with a safe, reliable, accessible, intuitive and integrated digital health environment. Our key focus will be on standardising, realising the benefits of and optimising the Digital Health Record across the CHS Network.

We will make the most of the information we have, sharing learnings to improve workflow, care coordination both within and beyond CHS and the safety of our care.



We will plan the work,
organise ourselves
to do the work,
and deliver.



4. Partnerships

CHS has an important role to play in improving the health of people living in our catchment area. This is not something we can tackle alone. We are committed to strengthening how we work closely with our partners, to improve pathways into, across and out of the system to deliver the best outcomes for our consumers. We will work closely with our consumers, carers and people with lived experience to meet the needs of our community.

Successful delivery of our plan requires us to build and maintain effective relationships with our partners—primary care and other service providers, including general practitioners (GPs) and allied health providers, universities and education institutions, such as Australian National University, University of Canberra and Canberra Institute of Technology, government and the private sector.



CHS has an important role to play in improving the health of people living in our catchment area.



5. Sustainability

We are committed to creating a financially, structurally and environmentally sound health service. We will continue to invest in our infrastructure and use our spaces in innovative ways to meet contemporary and future requirements. Our focus will be on delivering Building 5 at Canberra Hospital, new community health centres and the work required to underpin the future commissioning of the new northside hospital. We will develop a sustainability plan and program to help us manage the impact of our operations on the environment and to deliver a sustainable and resilient health service.

Our actions will be supported by financial discipline, which may, at times, mean taking hard decisions. We will focus on minimising waste, maximising efficiency and achieving value for investment. Our contribution to the Activity Based Management Project and implementation of activity based funding will ensure we capture and report activity across our services to support appropriate financial flows and improve public health service management.

Delivering on our commitments and key priorities in a sustainable manner means focussing on what is most important. We recognise that attempting to implement, introduce or execute too many initiatives at the same time jeopardises delivery of all projects. This will also require making hard decisions regarding relative priority before adding any additional strategies or areas of focus.

Holding ourselves **accountable**



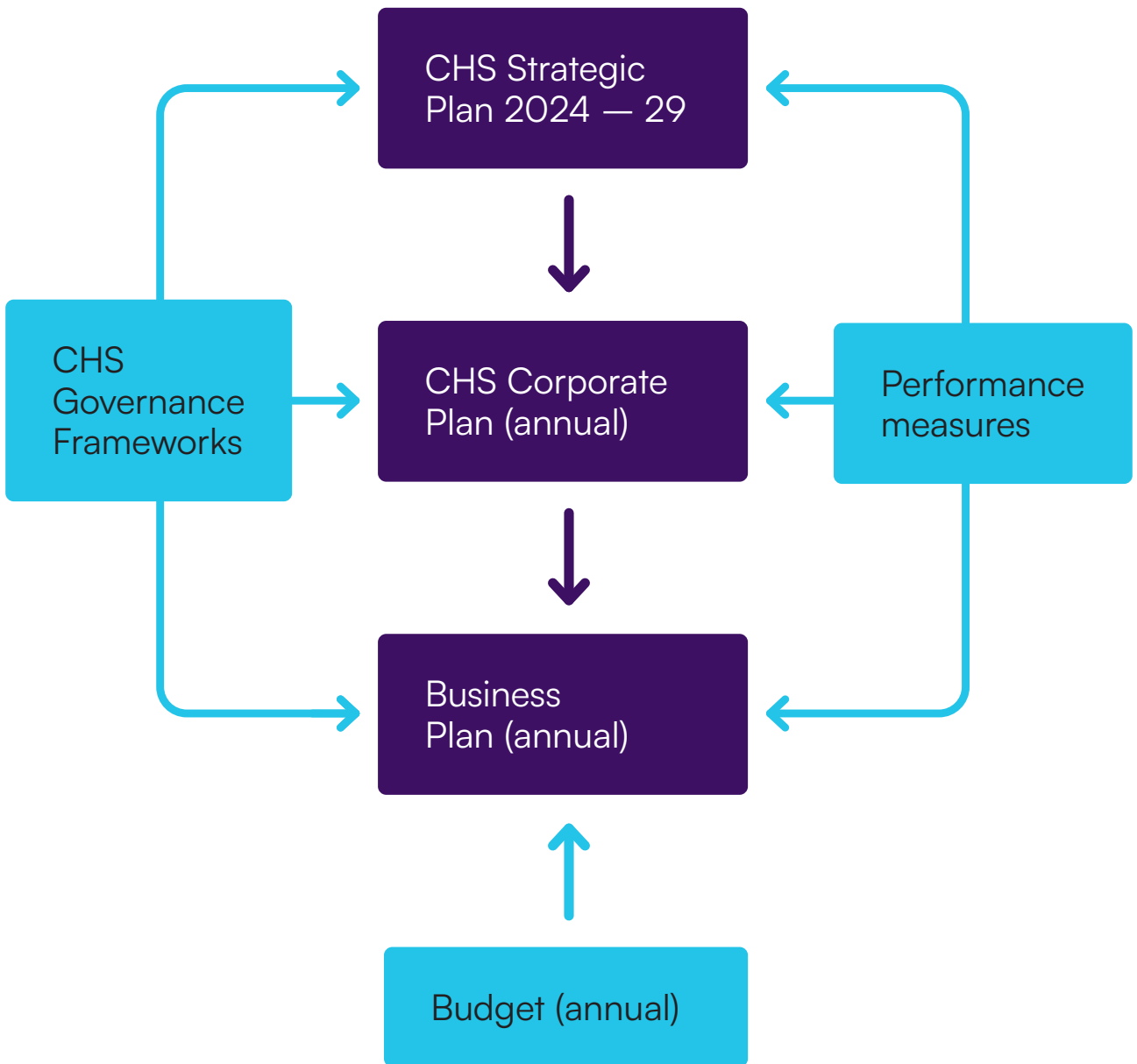
This Strategic Plan sets a clear path forward for CHS to deliver on our vision. To ensure the plan generates meaningful change within our organisation, we use our Governance Frameworks, annual Corporate Plans and Business Plans to translate our vision into every-day actions.

Our Governance Frameworks provide guidance for everyone involved with CHS about the role they play in achieving our collective vision of creating exceptional health care together. The Clinical Governance Framework articulates our governance structures and processes and defines CHS Network team member roles and responsibilities to ensure integrated corporate and clinical governance. This ensures the safety of everything we do.

The Corporate Plan is the mechanism to step us towards our vision each year and directs the organisation's activities within our three strategic priority areas. It identifies key actions for focusing our efforts and investment. For initiatives that span multiple years, the Corporate Plan breaks these into annual deliverables so that we are clear on what needs to be achieved each year. For other initiatives that can be delivered within a single year, the Corporate Plan is used to prioritise timing and to provide a single, shared understanding of where our focus will be for the year.

Annual Business Plans take the actions from the annual Corporate Plan and identify which CHS teams are going to do what to achieve the initiatives outlined in the Corporate Plan. The plans provide a clear line of sight for each team's activities through to our vision. It also includes high-level details of each areas business as usual activities—the important work that teams are doing each day to provide high-quality health care to the community. Business Plans also cover key Government deliverables, including election commitments, Parliamentary Agreement commitments and funded budget initiatives.

An important part of Business Plans is each areas annual budget. This is the funding commitment provided by CHS to each area to deliver against its plan.



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