



Royal Perth Hospital

STRATEGIC PLAN 2003 – 2008

Reviewed annually



Compiled by Organisational Systems
Revised February 2006 by CSQU

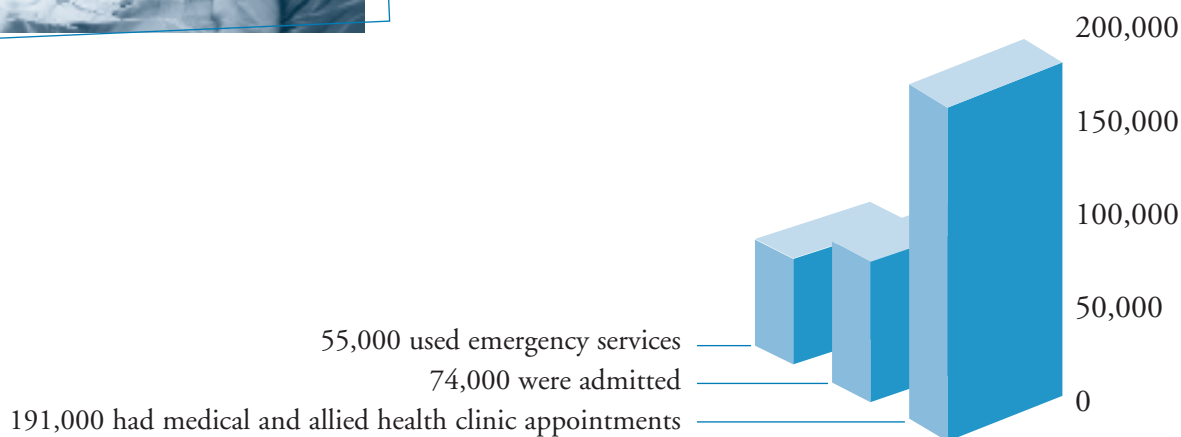
ROYAL PERTH HOSPITAL

Royal Perth Hospital is Western Australia's longest-serving hospital. Its origins date back to the old Colonial Hospital, which was first established in a tent on Garden Island in 1829. Today, Royal Perth Hospital is the largest hospital in the State and one of the leading teaching hospitals in the nation.

The Hospital is spread across two campuses - the Wellington Street Campus, which is centrally located in the City of Perth and the Shenton Park Campus, situated in the western suburbs.

The Hospital is part of the South Metropolitan Health Service and provides comprehensive adult healthcare (excluding obstetrics) as well as a number of highly specialised State-wide services - such as the Burns Unit, which was recognised by the Premier of Western Australia for its outstanding role in responding to the Bali tragedy.

During the 2004/05 financial year, some 55,000 people used the Hospital's emergency services, around 74,000 were admitted to the Hospital for treatment and approximately 191,000 visited the Hospital for medical and allied health clinic appointments.



OUR STRATEGIC PLAN

Royal Perth Hospital is committed to providing first class healthcare, underpinned by education and research. We strive to promote and protect the health of our community - in particular our metropolitan, indigenous, rural, remote and disadvantaged populations.

Our Strategic Plan sets out a vision and direction for the Hospital, which is more broadly guided by the direction of the West Australian Government Health System, as defined in the Reid report being implemented by the Health Reform Implementation Taskforce.

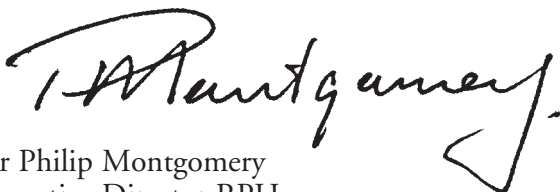
The success of the plan depends very much on forming strong partnerships - based on consultation and collaboration - with the many organisations, agencies and individuals that work with the Hospital.

A strong measure of our success is the progress we make towards meeting our objectives. Our objectives can only be met through the dedication of our greatest asset - our staff - and the support of our volunteers.

Our rewards will come from serving the community to the best of our ability and the thanks we receive from our patients.

Although the realities of service demand and funding pressures may challenge our ability to fully achieve our objectives, we will continue to strive for healthcare excellence.

Working together with a common vision will ensure our success.



Dr Philip Montgomery
Executive Director RPH
February 2006



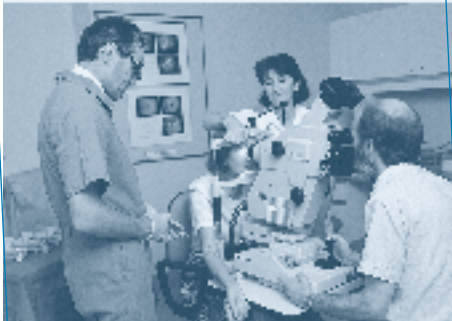
VISION

Royal Perth Hospital
Committed to excellence in healthcare

MISSION

As an established teaching hospital, Royal Perth Hospital :

- Provides emergency and elective specialty services to the community within the South Metropolitan Health Service
- Ensures the community of the Inner City health district receives appropriate healthcare services
- Provides selected specialist healthcare services to the community of Western Australia, including communities living in rural and remote areas
- Undertakes research and teaching as an integral part of clinical care
- Advocates on behalf of the Western Australian community for improved health



CUSTOMERS

Our customers are the people of Western Australia, particularly those people living within the Inner City and within the area of the South Metropolitan Health Service. They include people from a broad mix of socio-economic groups, as well as those from culturally and linguistically diverse backgrounds.

To achieve our Vision, it is essential that we understand the needs of our customers and work collaboratively to ensure that we meet these requirements.



VALUES

The Royal Perth Hospital motto *Servio* (Latin for 'I serve') was instigated in the 1930s to encourage a sense of organisational pride among nursing staff. Today, *Servio* symbolises the pride shared by all staff working in the Hospital. It represents the following values:

Service	Serving the healthcare needs of the people of Western Australia in a caring manner
Excellence	Consistently performing at the highest standard
Respect	Demonstrating respect for our patients, their families and carers, as well as each other in all aspects of our work
Valuing Our Staff	Appreciating the contribution of all staff and volunteers, and promoting development at all levels
Integrity	Behaving ethically and honestly at all times
Organisational Learning	Promoting a culture of continual learning in all aspects of our work

KEY OBJECTIVES

We will achieve our vision by meeting the following key objectives:

To provide high quality, timely and efficient services

We will strive to ensure that all patients receive effective and efficient assessment, diagnosis, admission, treatment, discharge and preventative care to achieve the best possible outcomes for the individual. Our goal is to achieve minimal waiting times in all areas of clinical care and to ensure services are readily accessible. We will ensure that our care is based on the best available evidence.

To promote a coordinated approach in the provision of Area and Statewide healthcare services

We will work in collaboration with all healthcare providers within the South Metropolitan Health Service to ensure a comprehensive and integrated service is available to meet the healthcare needs of the population in this Area. The Hospital will actively participate in the planning and implementation of Statewide and specialist services.

To be recognised as a 'centre of excellence' for research

We will foster a culture that encourages research in the interests of providing optimal treatment and care for our patients. We will strive to enhance our excellent reputation as a leading centre for research, ensuring that it is integrated with clinical practice. As part of this process, we will work in close collaboration with our research partners.

To fulfil the education and training role of a leading teaching hospital

As a leading teaching hospital our aim is to provide an environment that is conducive to education and training. We will continue to provide high quality undergraduate and postgraduate/specialist programs and will further develop education and training opportunities for both clinical and management staff. In all clinical education endeavours we will ensure integration with clinical practice.

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ACHIEVING THE PLAN

The strategic plan provides long-term direction for the hospital by describing what we want to achieve over the next five years.

It provides the basis for the development of our annual business plan - a document which describes our goals for the next year. Hence, our strategic plan is achieved through our business plan.

The Executive Director oversees and guides the implementation of the strategic and business plans, supported in this role by nominated senior staff.

The Executive acknowledges all staff who help put this strategic plan into action during the course of their every day work. The work and dedication of each and every staff member is essential to achieving the vision: Royal Perth Hospital, committed to excellence in healthcare.

(Nt. The annual business plan is located on the RPH Intranet under *General Information / Publications*).