

Strategic directions

The Darling Downs Hospital and Health Board's vision is to be trusted to deliver excellence in rural and regional healthcare. The strategic plan identifies the key initiatives to achieve this goal, and the organisational values that underpin its success.

The Darling Downs Hospital and Health Service Strategic Plan has four key strategic directions:

- Deliver quality healthcare (delivering core health services; improving access to services; reducing the impact of chronic disease; ensuring safe and quality health outcomes; and increasing confidence in the health system)
- Ensure resources are sustainable (balanced operating position; ensuring appropriate costs; maximising revenue; leveraging other providers; and optimising asset usage)
- Ensure processes are clear (collaboration with primary health care and other service providers; deliver more care locally; effective operational planning; review and improve care; increase use of clinical evidence-based decision making; and engage the community and health care consumers)
- Ensure dedicated trained staff (embed a values-based culture; develop, educate and train our workforce; plan, recruit and retain an appropriately skilled workforce; engage clinicians to improve the service; and promote and support the health and wellbeing of our staff).

Our strategic plan supports the commitments outlined in the Queensland Government's "Getting Queensland Back on Track – statement of objectives for the community" and is aligned with National Health Reform, Statement of Government Health priorities, and the Blueprint for better healthcare in Queensland.

During 2013-14 DDHHS has had a strong focus on:

- Achieving the National Emergency Access Target (NEAT) of 77 per cent of patients who present to emergency departments admitted, discharged or transferred within four hours
- Meeting the National Elective Surgery Target (NEST) of no patients waiting longer than clinically recommended for urgent, semi-urgent and routine elective surgery at Toowoomba Hospital
- Engaging with local communities to ensure health services planning and delivery meet stakeholders' needs
- Cutting waiting times for general (non-urgent) dental treatment
- Improving local services through infrastructure investments funded through budget efficiencies.

