



## GOALS, OBJECTIVES AND EXPECTED OUTCOMES

### GOALS:

- To provide comprehensive specialty day procedure services within formal frameworks of Safety, Risk, & Quality Assurance; Patient Centred and Coordinated Care; and effective Clinical & Corporate Governance.
- To accommodate and support Diversity within its capability, with particular mention of the indigenous population of Australia.
- To work closely with other health & care service providers to foster the development of appropriate services within the community.
- To foster a positive working environment and culture.
- To be the leader in gastroenterology endoscopy; contributing to the health and well-being of the community, as well as the profession at large.

### OBJECTIVES:

- To provide an environment where patients feel safe, as comfortable as possible, and confident in the service and care they will receive.
- To ensure patients are fully informed of procedures, processes, and expectations.
- To provide private services at competitive prices, within the capabilities of the organization.
- To ensure patients are engaged in the provision of service and decision making process.
- To ensure the provision and timely access to contemporary policies and procedures, which are compliant with governing legislation, standards, codes of practice, codes of conduct, and evidence based best practice.
- To ensure knowledge and timely access to formal systems and processes for Safety, Risk Management, Quality, Continuous Improvement, Clinical Governance & Corporate Governance.
- To ensure employees and VMOs are skilled, work within their scope of practice, and are supported to understand their responsibilities in relation to Safety, Risk, Quality & Continuous Improvement.
- To promote and support excellence in service provision.
- To recognize and mitigate the risk(s) of employee and/or VMO fatigue.
- To promote and support a safe and positive work culture.
- To attain and retain market recognition and position.
- To explore meaningful avenues for contributing to the health & education of the community.

### EXPECTED OUTCOMES:

- Compliance with governing legislation, standards, codes of practice, codes of conduct, and evidence based best practice.
- Sustained full accreditation with the Australian Commission on Safety and Quality in Health Care.
- Registration with the Department of Health & Human Services.
- Compliance with external regulatory bodies.
- Effective Quality, Risk, and Safety Programmes

- Patient Centred and Coordinated Care.
- Consumer engagement and participation.
- A prestigious centre of clinical and technical excellence.
- A positive work culture within a pleasant and enjoyable working environment.
- Financial viability and prosperity.
- Effective Clinical & Corporate Governance.

**DOCUMENT CONTROL:**

<b>Version No.</b>	<b>Revised Date</b>	<b>Amendments</b>	<b>Effective Date</b>	<b>Approved by</b>	<b>Review Date</b>
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