

KEY ORGANISATIONAL ACCOUNTABILITIES

<p>Our Purpose</p>	<p>Leading the delivery of a connected and consistent patient experience and providing the best care to save and improve the lives of those in our community most in need.</p>
<p>Western Health Focus: Best Care</p>	<p>At Western Health we are committed to high quality, safe and person centred patient care. The Western Health framework for Quality, Safety and the Patient Experience describes a vision for 'Best Care' for all Western Health patients and sets out the behaviours, strategies and organisational systems needed to achieve this vision.</p>
<p>Aim 1: Growing and improving the delivery of safe, high quality care</p>	<p><i>We drive consistency in providing safe care and have a clear service profile that best meets the needs of our catchment. Wherever possible, our actions are evidence-based and enable us to know we are providing the right care.</i></p> <p><i>To support the achievement of this Aim, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Identify and act on opportunities to provide Best Care • Demonstrate an awareness of and engagement in a culture of patient safety and an obligation to report patient safety concerns • Operate in a manner that effectively monitors and improves processes to safeguard against preventable patient incidents • Support and contribute to research, quality and continuous improvement activities to achieve best practice
<p>Aim 2: Connecting the care provided to our community</p>	<p><i>We connect our care with patients, their families and their health providers – so that everyone knows what's next. We provide coordinated care, working as a team to provide the best outcomes for those who need it most. We drive reform to reduce the wait for ambulatory and emergency care.</i></p> <p><i>To support the achievement of this Aim, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Support seamless patient flow and safeguard against untimely access to patient care • Promote and act in a manner consistent with health equity • Actively engage patients and carers in the setting of care goals and care related decisions • Support integrated care for those at risk of high acute service utilisation and safeguard against unplanned re-admissions or avoidable ED presentations

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

<p>Aim 3: Communicating with our patients, our partners and each other with transparency and purpose</p>	<p><i>We support person-centred care. We take the time to listen to our patients, their support networks and our partners. We respect what they say, are transparent in how we communicate what is happening and look for ways to improve how we engage with patients along the journey. We use technology to engage effective communication with each other and our partners, which include primary and community service providers with the ultimate goal of improving the health outcomes of our patients.</i></p> <p><i>To support the achievement of this Aim, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Demonstrate a commitment to the patient ‘Charter of Healthcare Rights’ and act in a manner consistent with supporting a positive patient experience at all times • Actively seek patient feedback on care and service delivery and take frontline responsibility for addressing patient concerns • Support timely information flow between WH and primary and community care to support patient care • Support patient information flow is enhanced by competency using tools and technologies
<p>Aim 4: Being socially responsible and using resources sustainably</p>	<p><i>We partner with the community to develop a system-wide approach to health and wellbeing for the West. We are focused on operating sustainably in accordance with our social, environmental and economic responsibilities.</i></p> <p><i>To support the achievement of this Aim, all employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Value and manage corporate information as strategic assets, use resources and equipment responsibly, and escalate opportunities for operating more efficiently • Operate in a manner that is consistent with best environmental practice • Support partnerships with other agencies to strengthen how we address community health and wellbeing • Support corporate and academic partnerships and volunteering activities to build and promote Western Health’s contribution to the community
<p>Aim 5: Valuing and empowering our people</p>	<p><i>We have a capable, accountable and high performing workforce – we have the right employees in the right job. We foster learning and development, creating a culture where everyone feels supported to succeed.</i></p> <p><i>To support the achievement of this Aim, employees are required to ensure they:</i></p> <ul style="list-style-type: none"> • Demonstrate the competence and capability required for their position and role and comply with WH policy and procedure • Promote and act in a manner consistent with the WH Code of Conduct, WH values and positive workplace behaviours • Participate in annual performance development planning and reviews and in relevant professional development and mandatory continuing education activities • Maintain an acceptable level of attendance and adhere to Western Health policies and procedures pertaining to annual leave, personal leave and other leave as appropriate

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<p>Occupational Health and Safety Obligations – all employees</p>	<p><i>Contribute to a safe and healthy working environment by ensuring that:</i></p> <ul style="list-style-type: none"> • Your obligations for Occupational Health & Safety (OHS) and WorkCover rehabilitation are met • Western Health's Occupational Health and Safety policies and procedures are adhered to in your day to day duties and tasks • Work practices and conduct are performed in a manner that will not endanger anyone • Unsafe work practices, hazards, near miss incidents and accidents are reported to management • A culture of safety and wellbeing is promoted by contributing ideas/suggestions and supporting other employees in safe work practice • Your knowledge and application of infection control and hygiene precautions are in accordance with infection control policies and procedures
<p>Occupational Health and Safety Obligations – additional for managers & supervisors</p>	<p><i>Model proactive leadership, drive and commitment to ensure:</i></p> <ul style="list-style-type: none"> • Compliance with OHS and WorkCover legislation • OHS policies and procedures are followed by all employees and contractors • A safe and healthy environment for employees, contractors, patients and visitors • Risks are identified, assessed and controlled as far as is practicable with injury prevention being a high priority • Safe work systems and controls are in place, which are regularly monitored for effectiveness • The Western Health prescribed OHS training and education sessions are attended • Suitable training is provided to employees to be able to perform tasks safely with adequate records kept • Interpretation of Health and Safety systems are provided for non-English speaking employees, where required, to ensure understanding and competencies • Unsafe work practices, hazards, near miss incidents and accidents are reported online via RiskMan • Consultation with employees is undertaken prior to changes made to work practices or work environment that may affect their wellbeing • A safety and wellbeing culture is imbedded into normal business activities • Contractors that are engaged to perform work have undergone the contractor induction process

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