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# Strategy



# Our strategic direction

The strategic direction of NSW Health is set by our Future Health strategy, NSW Government priorities, and legislative mandates, aimed at delivering the best health outcomes for the people of NSW.

Our strategic direction is underpinned by key enabling strategies and plans that guide our approach on a range of core focus areas, including workforce planning, regional health, Aboriginal health, system sustainability, and specific health conditions and priority populations.

Strategic plans for local health districts, specialty health networks, pillars, and health organisations can be found on local health websites.

## Future Health: Guiding the next decade of care in NSW 2022-2032

Future Health is NSW Health's strategic roadmap, guiding how our whole health system, including all local health districts, specialty health networks, services and pillars deliver services now and into the future.

Future Health positions our health system to meet the needs of our patients, community and workforce over the next decade, while adapting to and addressing the demands and challenges facing our system.

Our NSW Health vision, and the strategic outcomes and key objectives of Future Health (see page 15), have been informed by the experiences and viewpoints of the people who work in, and who interact with, our health system.

In the 2023-24 financial year, focus areas were identified for the NSW Health System, with progress against these areas managed and overseen by strategic governance committees. Through a refined action process, we improved coordination, and increased transparency and accountability of statewide activities.



# Strategic outcomes and key objectives



## Patients and carers have positive experiences and outcomes that matter

People have more control over their own health, enabling them to make decisions about their care that will achieve the outcomes that matter most to them.

- 1.1 **Partner with patients and communities** to make decisions about their own care
- 1.2 **Bring kindness and compassion** into the delivery of personalised and culturally safe care
- 1.3 **Drive greater health literacy** and access to information
- 1.4 **Partner with consumers** in co-design and implementation of models of care



## Safe care is delivered across all settings

Safe, high quality, reliable care is delivered by us and our partners in a sustainable and personalised way, within our hospitals, in communities, at home and virtually.

- 2.1 **Deliver safe, high quality reliable care** for patients in hospital and other settings
- 2.2 **Deliver more services** in the home, community and virtual settings
- 2.3 **Connect with partners** to deliver integrated care services
- 2.4 **Strengthen equitable outcomes and access** for rural, regional and priority populations
- 2.5 **Align infrastructure and service planning** around future care needs



## People are healthy and well

Investment is made in keeping people healthy to prevent ill health and tackle health inequality in our communities.

- 3.1 **Prevent, prepare for, respond to and recover** from pandemic and other threats to population health
- 3.2 **Get the best start in life** from conception through to age five
- 3.3 **Make progress towards zero suicides** recognising the devastating impact on society
- 3.4 **Support healthy ageing** ensuring people can live more years in full health and independently at home
- 3.5 **Close the gap** by prioritising care and programs for Aboriginal people
- 3.6 **Support mental health and wellbeing** for our whole community
- 3.7 **Partner to address the social determinants of ill health** in our communities
- 3.8 **Invest in wellness, prevention and early detection**, which includes reducing the harmful use of drugs and alcohol, supporting healthy behaviours, and increasing our focus on prevention and early detection



## Our staff are engaged and well supported

Staff are supported to deliver safe, reliable, person-centred care driving the best outcomes and experiences.

- 4.1 **Build positive work environments** that bring out the best in everyone
- 4.2 **Strengthen diversity** in our workforce and decision-making
- 4.3 **Empower staff to work to their full potential** around the future care needs
- 4.4 **Equip our people with the skills and capabilities** to be an agile, responsive workforce
- 4.5 **Attract and retain skilled people** who put patients first
- 4.6 **Unlock the ingenuity of our staff** to build work practices for the future



## Research and innovation, and digital advances inform service delivery

Clinical service delivery continues to transform through health and medical research, digital technologies, and data analytics.

- 5.1 **Advance and translate research and innovation** with institutions, industry partners and patients
- 5.2 **Ensure health data and information** is high quality, integrated, accessible and utilised
- 5.3 **Enable targeted evidence-based healthcare** through precision medicine
- 5.4 **Accelerate digital investments** in systems, infrastructure, security and intelligence



## The health system is managed sustainably

The health system is managed with an outcomes-focused lens to deliver a financially and environmentally sustainable future.

- 6.1 **Drive value based healthcare** that prioritises outcomes and collaboration
- 6.2 **Commit to an environmentally sustainable footprint** for future healthcare
- 6.3 **Adapt performance measurement and funding models** to targeted outcomes
- 6.4 **Align our governance and leaders** to support the system and deliver the outcomes of Future Health



Nurse Willem, Murrumbidgee Local Health District

## NSW Regional Health Strategic Plan 2022-2032

The *NSW Regional Health Strategic Plan* is aligned to and supports the whole of NSW Health strategy, *Future Health 2022-2032*, while addressing issues that are specific to regional, rural and remote communities.

Our vision is a sustainable, equitable and integrated health system delivering outcomes that matter most to patients and the community in regional, rural and remote NSW.

The *NSW Regional Health Strategic Plan 2022-2032* acts as a blueprint and outlines key priority areas for action including strengthening our regional health workforce, enabling better access to health services, fostering improved partnerships, and harnessing innovation to support a sustainable health system.

The plan is supported by the nine regional and rural local health districts across NSW. It is also supported by the metropolitan local health districts and specialty health networks which have patients in many regional locations.

A progress snapshot on our implementation of the plan has been published on the NSW Health website.