

Our Role

Beechworth Health Service (BHS) is the only public hospital within the Indigo LGA. We play an important role in providing health services for our community and collaborate with our larger partners to assist local people to have their health services, or part thereof provided as close to home as possible

Our Approach

We deliver on our role by being:

Accessible

- ✓ People wanting to access services at Beechworth Health Service will be able to do so as those services are needed
- ✓ Staff have the requisite skills to be able to provide the planned clinical services
- ✓ Technology is utilized to allow for access to services that aren't provided at BHS
- ✓ People can access services irrespective of cultural background
- ✓ People can access services irrespective of physical capability
- ✓ Health services are provided as locally as possible

Collaborative

- ✓ We ensure that care is planned and delivered in accordance with the specific needs of the individual
- ✓ We establish formal partnerships with neighbouring health services to support and enhance the continuous health journey
- ✓ We work in partnership with community groups to address the health needs of all people within the community
- ✓ We are fully engaged with consumers to support their continuous health journey
- ✓ We actively seek the involvement of consumers in decisions about its services
- ✓ We work with others to implement innovative solutions that deliver the most effective health outcomes

Sustainable

- ✓ We foster the confidence of the community and government through effective and ethical governance practices.
- ✓ We develop a stable and committed workforce through fair and equitable employment principles
- ✓ We manage financial resources in a responsible and efficient manner
- ✓ We operate in a manner that minimizes environmental impact
- ✓ We explore opportunities to expand our range of services in accordance with the needs and expectations of the community
- ✓ We ensure that buildings and facilities are able to meet current and future health need

We do this through the continual pursuit of:

Excellence -where we aim higher than the standards that are expected of us in everything we do

Our Values

- ✓ **Respect:** Being courteous and considerate of the diversity and equality of all
- ✓ **Unity:** Encouraging participation, collaboration and a common purpose
- ✓ **Innovation:** Promoting flexibility and the exploration of new ideas and methods in everything we do, to reflect the changing needs and expectations of our community
- ✓ **Excellence:** Enhancing quality of life while meeting the highest standards of quality, safety and client centred care
- ✓ **Integrity:** Promoting professionalism and openness through honesty, fairness and ethical behaviour

Clinical Services

Our commitment is to provide clinical services of the highest standard that meet the needs of the community.

Our areas of clinical focus are evidence-based. They are:

- ✓ Alcohol and other drugs
- ✓ Chronic disease
- ✓ Our ageing population
- ✓ Lifestyle associate illnesses
- ✓ Addressing urgent health needs

Effective Management

Our commitment is to operate at the highest corporate standard to ensure that public resources are used in the most efficient, effective and ethical manner.

Our areas of focus are:

- ✓ A customer focused organisation
- ✓ A committed & competent workforce
- ✓ Financial resources
- ✓ Buildings & facilities
- ✓ Protecting the environment