May Shaw

Strategy on a Page

Our Purpose	To provide accessible, high quality and supportive health and aged care.			
Our Vision	To support our communities to celebrate life in every stage.			
Our Mission	Working with our communities to provide responsive and innovative health and aged care by creating an environment which supports people to be where they belong.			
Our Values	Collaboration Communicating with honesty and integrity and partnering with each other and our communities	Equity Celebrating inclusivity and diversity within our communities.	Respect Earning respect and trust by valuing individuals, families and, communities with honesty and dignity.	Leadership To have the courage to provide leadership, governance and management at all levels of our organisation and communities.
Strategic Map	1. Excellence and Sustainability in Rural Healthcare and Wellbeing Services	2.1. Growth - Contemporary Living Environments	2.2. Growth - Geographic Expansion	2.3. Growth - Develop Related Services
Key Result Area's (KRA's)	 Map need against provision of services, providers and demand Develop key partnerships to provide and fund improved service access Partner with key providers to consolidate services from MS hub (allied health, dental and mental health services) 4 Support, collaborate and retain GP practices at each site, integrating with residential and care services 5 Market the position of excellence in health care 6 Ensure contemporary digital future strategies and governance requirements, capture data to demonstrate community impact and value 	 2.1.1 Expand Home-care package provision 2.1.2 Establish and document critical & best practice design parameters for provision of care 2.1.3 Evaluate the opportunity for and viability of renovation of existing facilities 2.1.4 Evaluate the opportunity and viability of construction of independent living units 2.1.5 Evaluate the value and benefit-cost of public and public/private investment models 2.1.6 Understanding our clients' dementia needs and facilitating environments providing contemporary care in dementia support and palliative care 	 2.2.1 Establish relationships in the investment market for May Shaw to grow excellence in integrated rural health care and wellbeing in rural and regional Tasmania. 2.2.2 Gain an understanding of the demand and supply side market for our services and facilities 	 2.3.1 Feasibility assessment reviewing current state and future state developed for alignment 2.3.2 Community's engagement measured and reviewed 2.3.3 Implement partnerships and enhance relationships in the communities we serve
What will we concentrate on to get there?	Client Outcomes Client Outcomes Performan	d Governance and Peo Leadership Cu	Elnance	Communication and Marketing Development
What must we implement?	- Satisfaction -Incidents -Complaints -Transitions - Client Support/Care -Revenue per Client -Revenue per Client -Quality -Productivity -Safety	ent -Opportunity and Risk -Av. -Vulnerability and -Ca	ographics ailability apability Lulture -Solvency	-Awareness of May Shaw Service -Reputation -Connectedness and Support -Connectedness and Support -Connectedness and Support
	-Quality care and clinical standards by service type, location and survey -Resolutions -Client Surveys -Cost per clients by s type	-Reciuit	tment Profile ff Survey -Donations	-Community Surveys -Sector/Government Partnership and Investment Investment Partnership and Partnership and Partnership and Investment Partnership and Investment Partnership and Partnership