



# NSW Ambulance

excellence in care

2018-2019

## NSW AMBULANCE STRATEGIC PRIORITIES



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January 2018

# Message from the Chief Executive

I am pleased to present the NSW Ambulance Strategic Priorities 2018-19. The Strategic Priorities link directly to those of NSW Health, and build on the foundations laid by the NSW Ambulance Strategic Plan 2015-17.

For 2018-19 the NSW Ambulance Executive have identified five Strategic Priorities:

## 1. Clinical Safety & Quality

We will provide world class clinical care

## 2. People & Culture

We will develop and support our people and culture

## 3. Governance & Accountability

We will build robust governance

## 4. Infrastructure

We will deliver future focused infrastructure and strategic commissioning

## 5. Digital Health & Data Analytics

We will enable eHealth, health information and data analytics

*“The NSW Ambulance Planning and Performance cascade will provide our staff and our stakeholders with the framework for how we will work together to achieve our vision of excellence in care.”*



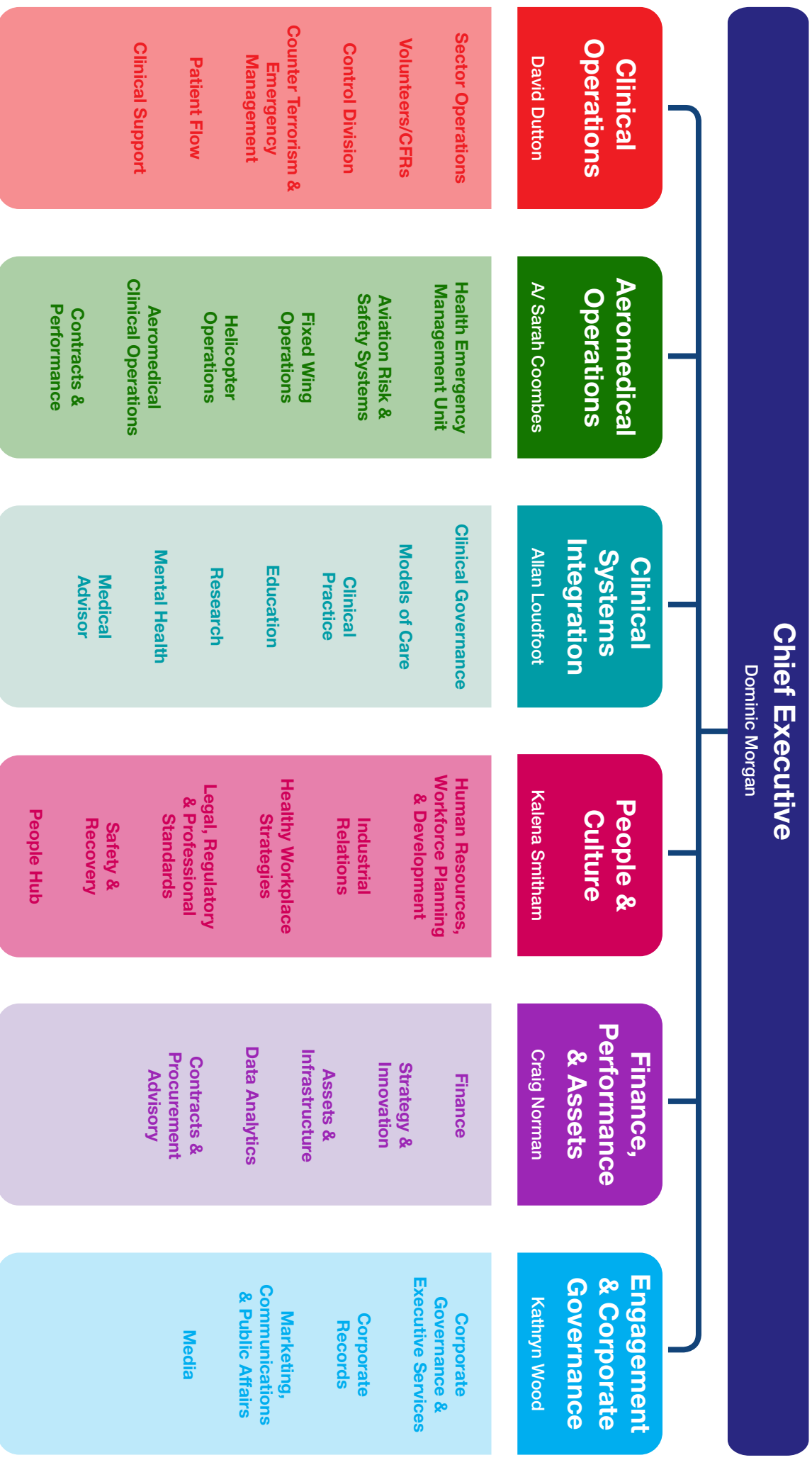
I would like to acknowledge the commitment of the NSW Ambulance staff who have taken opportunities to engage with their Managers in formulating these priorities and resulting Enabling Plans. It is through your willingness to enthusiastically invest in the ongoing improvements and future of NSW Ambulance that has led to the development of five Strategic Priorities that are relevant and contemporary in a rapidly changing environment.

Dominic Morgan ASM  
**Chief Executive**



# NSW Ambulance

Organisational Structure June 2018



# What We Do

With the patient at the centre of what we do, we deliver a range of services in retrieval and out of hospital medical and emergency care to ensure patient needs are met, wherever they may be.

NSW Ambulance provides a gateway for patients to access the health system. Predominately this is in the form of emergency response with lights and siren or time sensitive responses to patients. For some patients there is an ability to plan the transition of care that we provide, for example in the areas of medical retrieval, inter-hospital transfers and health related transports.

Contiguous with providing a gateway for patients, NSW Ambulance provides a 'safety net' within the health system to assist in improving patient flow and connecting patients through alternate and integrated care pathways and the provision of non-emergency advice and referral.

Five key business enablers support the delivery of our services:

- Strong **clinical** governance that ensures the provision of safe, quality services for patients.
- Using **digital health and data analytics** to ensure we provide care that is informed by evidence.
- Modern and purpose-built **infrastructure** that is matched to demand.
- A strong **people focused culture** where staff wellbeing, resilience and safety is paramount.
- Building strong **governance and accountability** that fosters streamlined decision making and ensures every member of the organisation is clear about their role.



# Strategic Priorities 2018-2019

## CLINICAL SAFETY & QUALITY

We will provide world class clinical care



## PEOPLE & CULTURE

We will develop and support our people and culture



## GOVERNANCE & ACCOUNTABILITY

We will build robust governance



## INFRASTRUCTURE

We will deliver future focused infrastructure and strategic commissioning

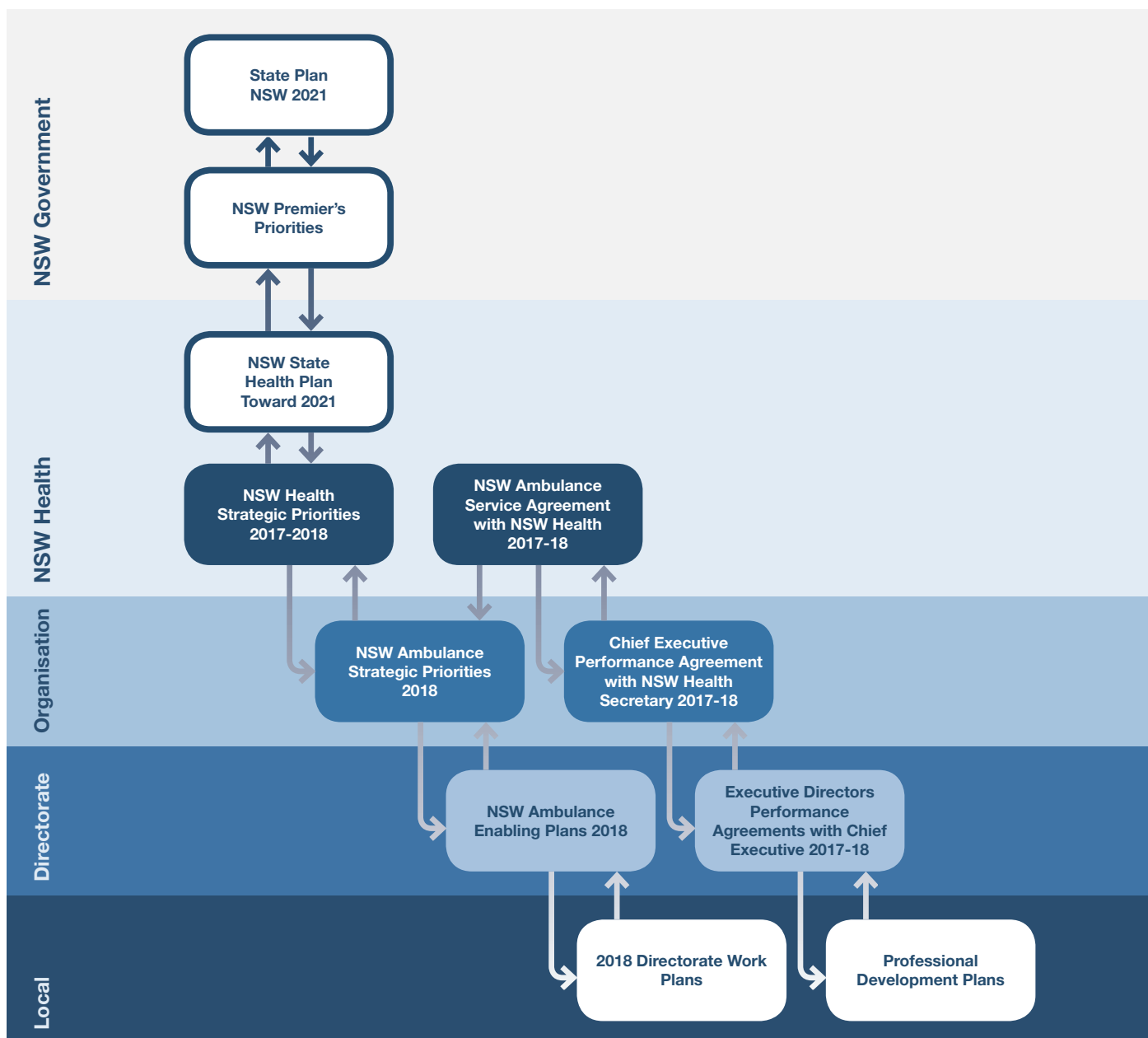


## DIGITAL HEALTH & DATA ANALYTICS

We will enable eHealth, health information and data analytics



# Planning & Performance Cascade

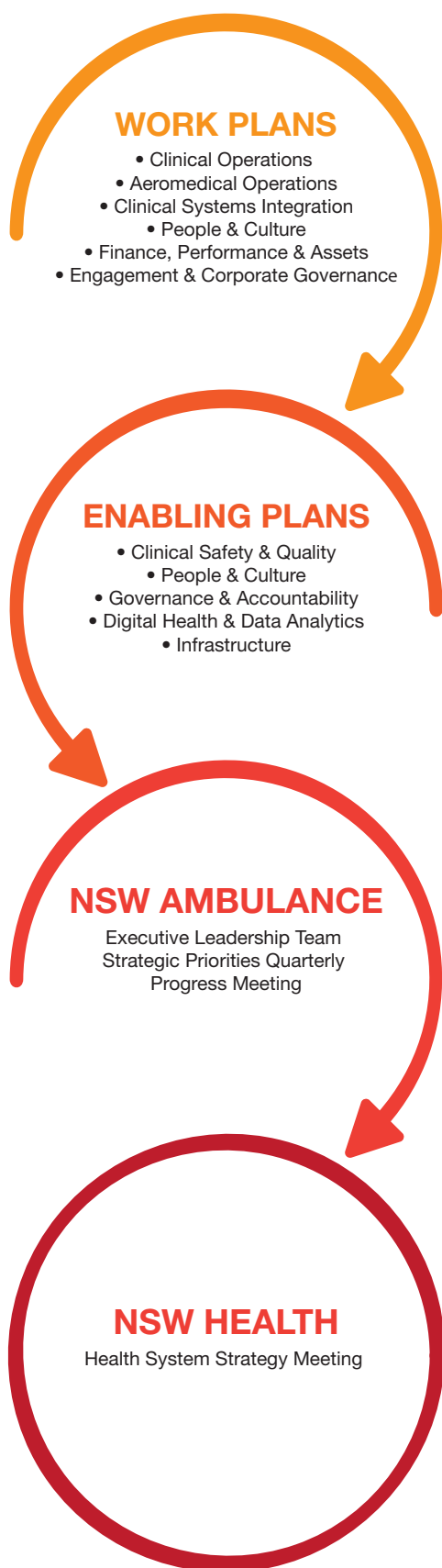


The NSW Ambulance Strategic Priorities 2018-2019 are closely aligned with those of NSW Health, and build on the foundations laid by the NSW Ambulance Strategic Plan 2015-17.

Each Strategic Priority is represented by an Enabling Plan sponsored by a nominated Executive Director. By a series of clearly articulated objectives and deliverables the Enabling Plans provide clear direction on what needs to be achieved in the 2018 and 2019 Work Plans of each Directorate.

A similar cascade approach is applied in the setting of Annual Service and Performance Agreements both internally and by NSW Health. The objectives and deliverables of the Enabling Plans will be built into Performance Agreements of the Executive and where appropriate the Professional Development Plans of Managers and their staff.

# Measuring & Monitoring Success



The Executive Sponsor is accountable for achieving the stated deliverables of their Strategic Priority Enabling Plan. Each directorate will be required to provide the Executive Sponsors with quarterly updates on the progress of their Work Plan activities.

Each quarter there will be an addendum to the Executive Leadership Team meetings where Executive Sponsors will report to the Chief Executive on any risks to the achievement of the priorities in the Enabling Plans and the mitigation strategies in place.

The Chief Executive will use this to inform the quarterly NSW Health System Strategy meeting as outlined in the NSW Health Strategic Priorities 2017-18 document.



# Provide World Class Integrated Clinical Care

## NSW Ambulance Strategic Priority: Clinical Safety and Quality

### NSW Ambulance Executive Sponsor: Clinical Systems Integration

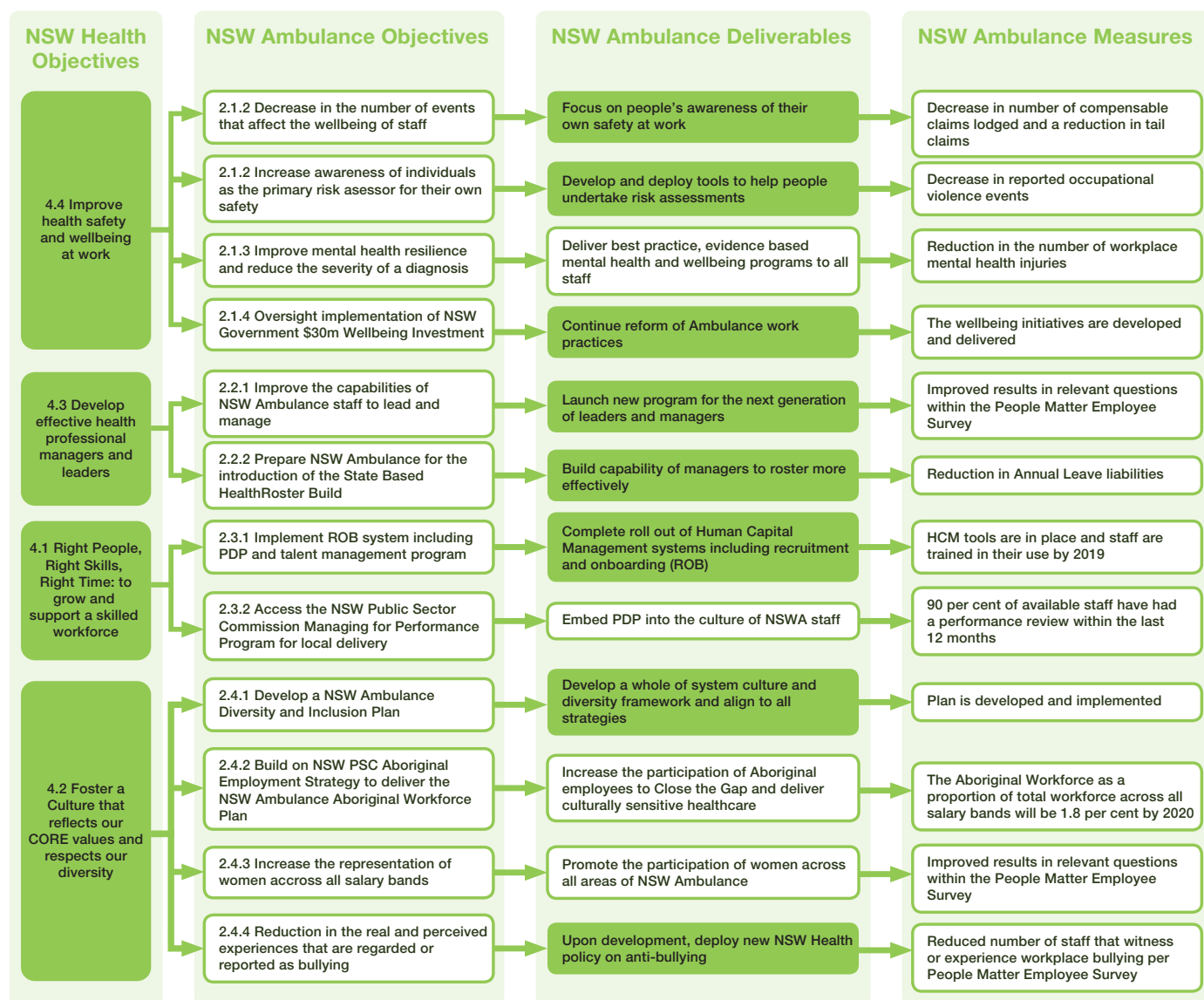


White filled sections indicate direct correlation to NSW Health Strategic Priorities 2017-18

# Develop & Support Our People & Culture

## NSW Ambulance Strategic Priority: People & Culture

### NSW Ambulance Executive Sponsor: People & Culture

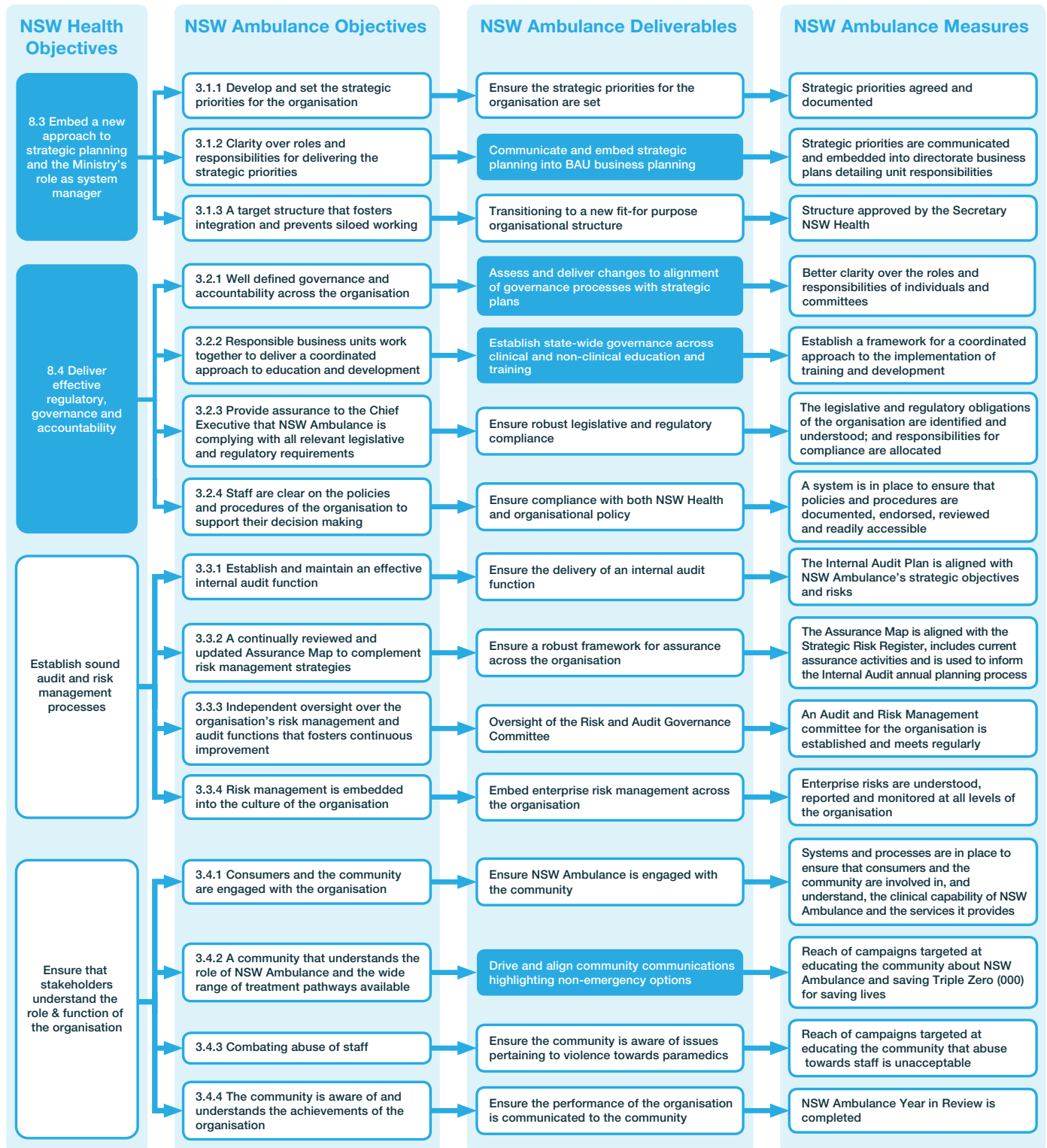


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# Build Robust Governance

## NSW Ambulance Strategic Priority: Governance & Accountability

### NSW Ambulance Executive Sponsor: Engagement & Corporate Governance

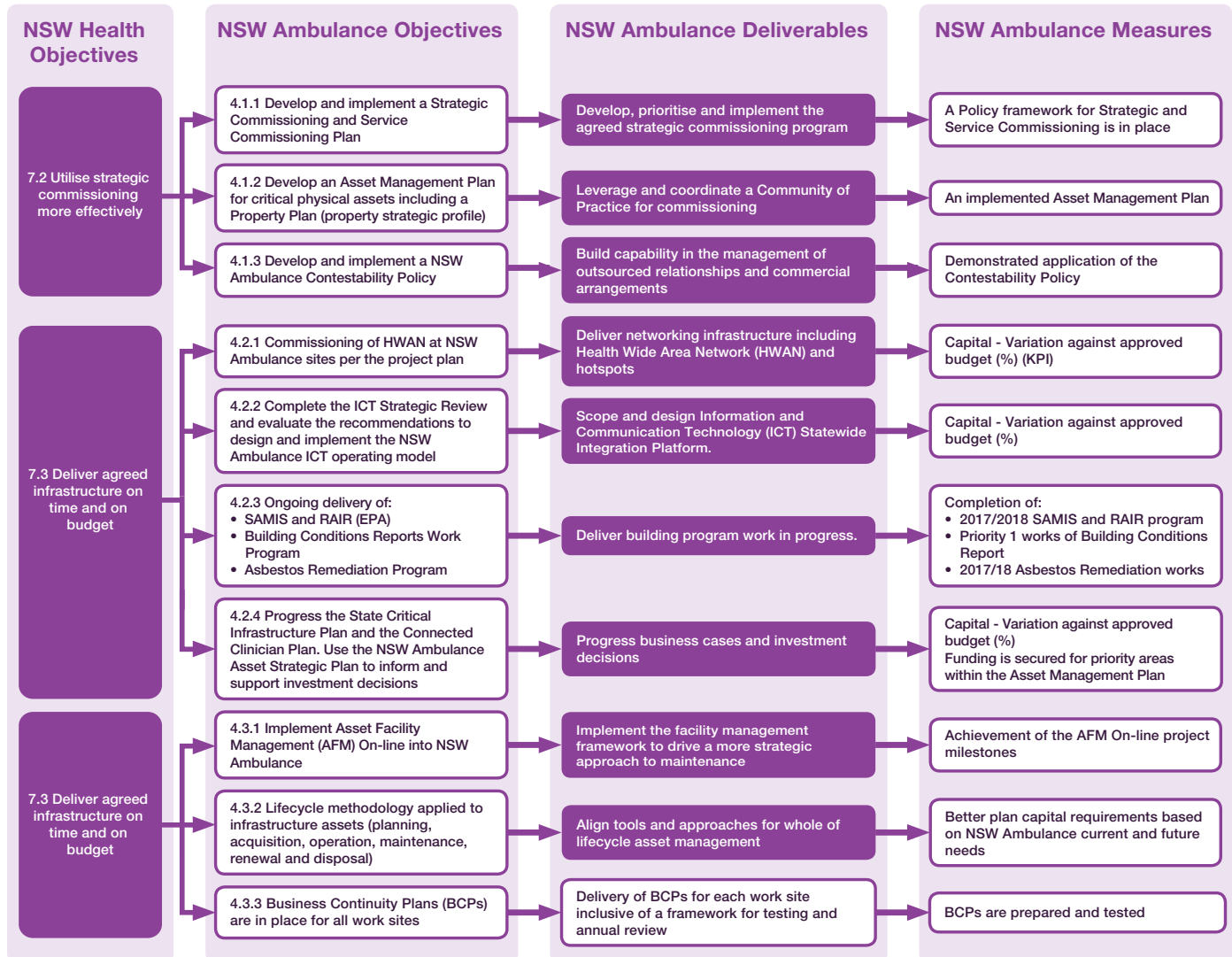


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# Deliver Future Focused Infrastructure & Strategic Commissioning

NSW Ambulance Strategic Priority: Infrastructure

NSW Ambulance Executive Sponsor: Finance, Performance & Assets

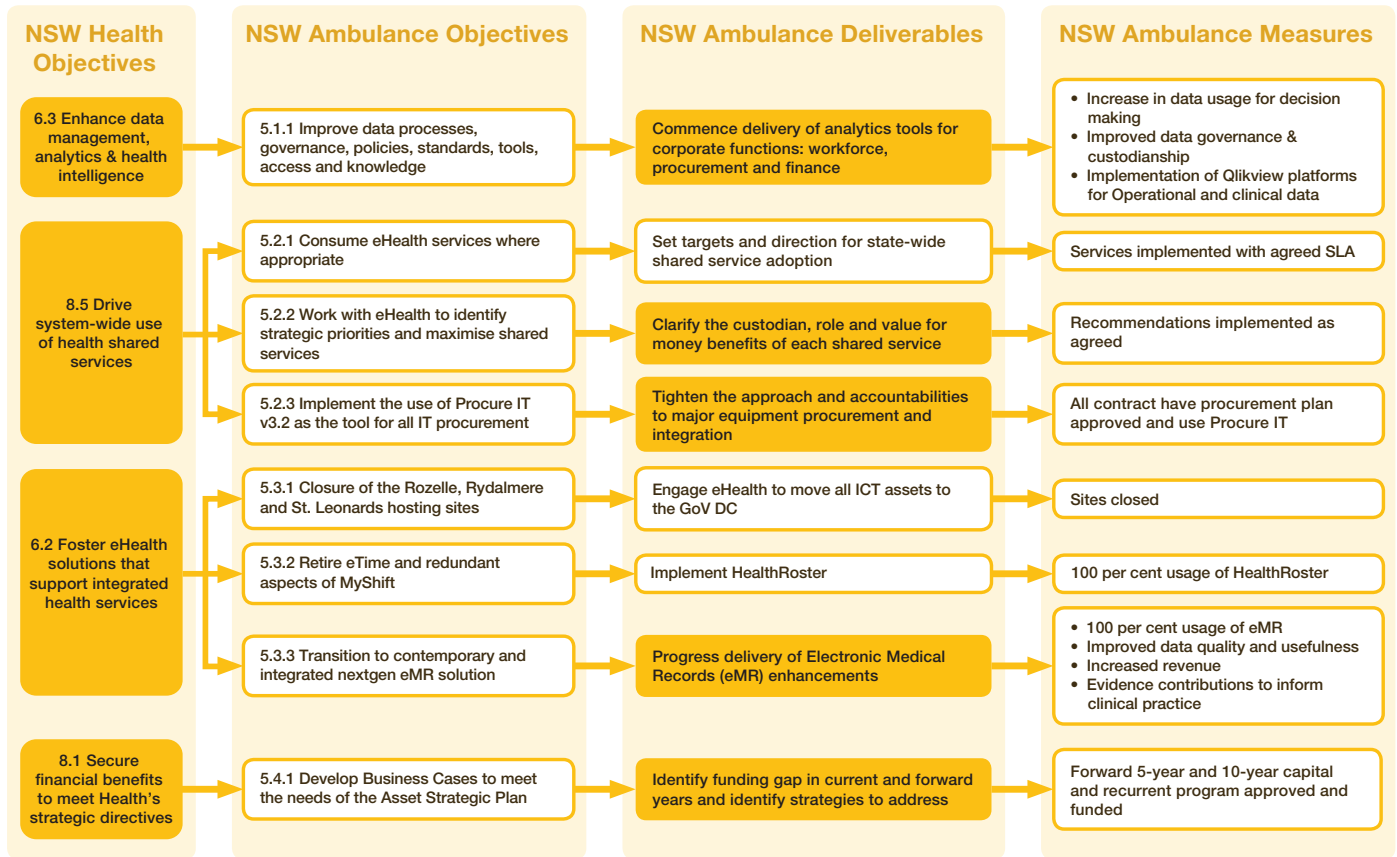


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# Enable eHealth, Health Information & Data Analytics

## NSW Ambulance Strategic Priority: Digital Health & Data Analytics

### NSW Ambulance Executive Sponsor: Finance, Performance & Assets



White filled sections indicate direct correlation to NSW Health Strategic Priorities 2017-18

