



**Friendly Society
Private Hospital**

Leading Healthcare for the Wide Bay

Friendly Society Private Hospital

Strategic Plan 2024 – 2027





Our Organisation

The Friendly Society Private Hospital, located in Bundaberg Queensland, is a 142-bed level 4/5 acute medical and surgical hospital known for its personalized care, friendly atmosphere and highly skilled staff.

The hospital services the Bundaberg Wide Bay Region.

For more than 100 years, our profit for purpose approach has allowed us to invest in the very best medical equipment and staff offering cardiology, oncology, day surgery, general surgery and orthopaedics.

The Friendly Society Private Hospital is proud to be regarded as one of Australia's leading regional private hospitals, combining the latest technology with the highest standards of compassion and care.



Purpose

Medical and Surgical Excellence

Vision

To be the hospital of choice for friendly quality healthcare

Values

Collaboration

We work together, recognizing the contributions of everyone, to build a supportive workplace that produce the best health outcomes.

Openness

We are inquisitive and seek to understand new perspectives to learn, grow and continuously improve. We communicate transparently, prioritizing honesty and open communication to build a safe and inclusive workplace that values diverse experiences.

Respect

We value one another and recognize that everyone has talents, ideas and skills to contribute. We are considerate and listen to understand.

Empowerment

We are trusted and enabled to take ownership of our work and goals, made decisions and contribute our unique talents and ideas to advance the Friendlies and ourselves as individuals.

Our People

Our people are engaged and well supported to deliver safe, reliable person-centred care driving the best outcomes and experiences.



Key Priorities

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

Measures

Staff Engagement

Recruitment and retention rates

Lost Time injuries due to OH&S

Annual appraisal and education completion rates

Graduate Programs for Registered and Enrolled Nurses

Vocation and undergraduate training opportunities



Good Governance

We embrace good contemporary governance practices developing into a mature, compliant, accountable and transparent entity.

Key Priorities

- Medical Advisory Committee, fully engaged, strong leaders across craft groups.
- VMO peer support through coaching and mentoring.
- Robust multidisciplinary Mortality and Morbidity Meetings.
- FSPH Services meets standards set by ACHS, PHRU and other regulatory authorities including safety and quality indicators maintaining the highest possible standards of patient safety.

Measures

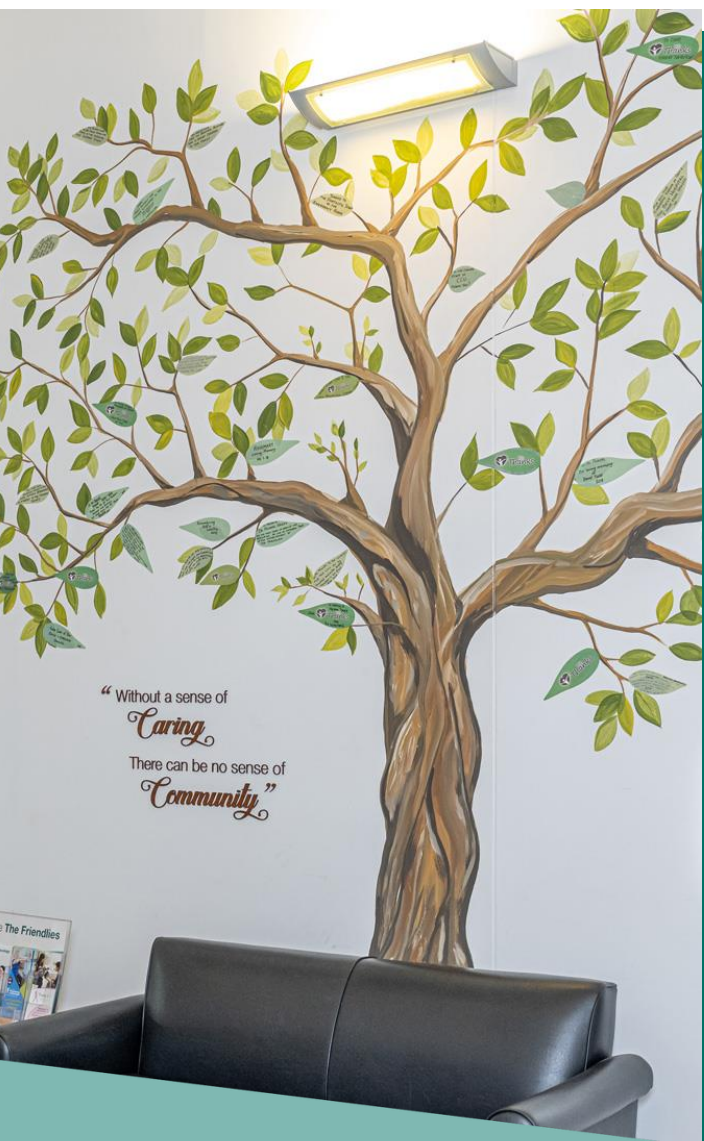
Compliance against relevant standards

National Safety & Quality Health Service Standards

Financial Performance

Recruitment of VMO's in areas of need

Clinical Governance Framework



Our Community

We partner with diverse stakeholders to better serve the community

Key Priorities

- Consumer, community and stakeholder representation in health service design and improvement.
- Pursue mutually beneficial partnerships with (non-government) and government to build capacity in clinical services, resources, education, training and research.
- Consolidate health fund partnerships negotiating enhanced indexation in line with the growth in private health expenses and health fund profit margins.

Measures

Consumer Feedback

Diversified Community Advisory Group

Consumer Partnership Framework

Growth in market share and revenue

GP and Specialist engagement

Tertiary, technical and further education engagement

Community Partnership

Government contracts

First Nations People Action Plan



Growth in Sustainability

We enhance and transform our health service to improve patient outcomes

Key Priorities

- Maintain established partnerships with the public sector.
- Ensure BFSMI financial sustainability through continuous review of clinical and nonclinical models of service delivery and man-hours.
- Develop robust business plans for all initiatives.
- Enhance financial management through implementation of DRG's and clinical cost modeling.

Measures

Revenue growth

Specialty growth

Market share stabilization and growth

Hospital occupancy

Theatre Utilisation

Specialist engagement



We are Curious

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

Key Priorities

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

Measures

Evidence-based decisions

Research and Innovation

Enhanced Patient Care

Improved efficiency and productivity