

Country Services Business Plan 2003

Strategic Plan Strategy No.	STRATEGIC PLAN STRATEGY	BUSINESS PLAN ACTION	PERFORMANCE MEASURE	TARGET	ACTION BY
	(What we are seeking to achieve)	(How are we going to achieve it)	(How we will measure success)	(The aim for the period e.g. completion time, % reached, cost, within budget)	(Person Responsible)
WCH STRATEGIC/BUSINESS PLAN OBJECTIVES					
GOAL 1: EXCELLENCE IN HEALTH CARE					
1.1	Provide an appropriate range of clinical services for the women, children and families of South Australia	Country CAMHS will continue to develop a broad range of services and programs for children, adolescents and their families, including group work with other stakeholders, community development and Clinical services.	Feedback from groups participants and evaluation of Program records Feedback from key stakeholders at regular Country visits in conjunction with CAMHS Executive. Feedback collected from consumers via suggestion boxes located at each site	Ongoing 3 Visits in 2003 ongoing	All Team B Sawyer Team
1.2	Provide services for women and children which reflect best practice, are based on evidence and are designed with consumer consultation reflecting a partnership approach.	Partnership framework to be further developed through consultation at Youth Sector Network Forums and Youth Advisory Committees	Ongoing development of consultation through Youth Forums	Ongoing	team
1.3	Provide services which are integrated in approach and focussed on the women and children and families for whom they are designed.	Country CAMHS will continue to develop transitional pathways with AMHT to ensure continuity of service	Formalise transfer protocols with Regional AMHT's across country	ongoing	Director and Seniors
1.4	Accept responsibility for the provision and/or coordination of tertiary health care for the women and children of South Australia.	Participate in improving the referral processes (both ways) between Divisional Statewide Services (eg. ASEC, HHTT, BIS, Boylan Ward and HMM), and ensuring a negotiated follow-up plan is established. Country CAMHS will continue to provide psychiatric consultation to clients in the Northern Country Region.	Smooth referral processes between community and Statewide Services Reduction in waiting times for ongoing therapy Regular accessible psychiatry reviews and consultations (via telemed and face-face)	Ongoing Ongoing	Director and Country team Director and Chief Division of Mental Health
1.5	Promote the WCH as a leader and primary provider in the delivery and coordination of public health services for women, children and families.	Facilitate two-way communication with GP's and Paediatricians using established proforma letters and participating in case conferences for consumers in Northern Country region Facilitate improved communication between Regional Hospitals and CAMHS through the development of procedures which guide the response to young people who present with suicidal ideation or behaviour	Evidence of communication available during file audit Policies to be developed in all regional hospitals CAMHS Country Flowchart being used in hospitals to make referrals and access after hours mental health consultation Evidence of the Alert Proforma available during file audit	Ongoing Ongoing	All staff Director and Seniors

GOAL 2: COMMUNITY HEALTH PROMOTION AND WELL BEING

2.1	Develop a culture within the WCH which reflects the organisation's strong commitment to health promotion.	<ul style="list-style-type: none"> • contribute to Parent Newsletters through schools regarding positive mental health four times a year; • provide education sessions for community members and key stakeholders on mental health issues for young people; • collaborate with other agencies to plan innovative promotions for Mental Health Week in collaboration with other agencies; • develop further links with young people through schools and Youth Advisory Committees to promote the awareness of positive mental health. • promote the Headroom Website as a mental health promotion resource for young people, parents and professionals. • Continue coordinating the Working Against Youth Suicide Committee (WAYS). 	<p>Articles for school newsletters.</p> <p>Documentation outlining education sessions.</p> <p>Collaborative groups in each site.</p> <p>Participation in youth activities documented. Involvement in Youth Week.</p> <p>Resources distributed. Increased access to the site by country people.</p> <p>Youth Suicide Prevention and Intervention Project Officer, Port Pirie.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Centrally organised Staff in each site</p> <p>Staff in each site</p> <p>Staff in each site</p> <p>Delegated staff representative and staff in each site</p> <p>Ongoing meetings and minutes documented.</p>
2.2	Improve the health of disadvantaged and at risk groups.	<ul style="list-style-type: none"> • be proactive in working with the regional community in Port Augusta to develop a program for Aboriginal young people. • To establish links with Indigenous workers at Point Pearce Aboriginal Community to provide a regular visiting service • expand current partnerships with indigenous workers to include mental health promotion. • Country Team will provide unit representation for ISWP and CALD Working Parties. • Country will provide services in a range of locations more culturally appropriate for indigenous clients including Butlingara, Point Pearce and Tarpari • Country Team will provide services to detained clients in community settings accessing interpreters and resources as appropriate. • Country team will provide emergency initial consultations and ongoing support to adolescents and children who are in local hospitals. 	<p>Interagency discussions noted</p> <p>Regular service to Point Pearce Aboriginal Community</p> <p>Increased CAMHS participation in activities promoting indigenous mental health.</p> <p>Involvement in monthly meeting and feedback to wider team</p> <p>Service accessed in a range of locations</p> <p>Provision of culturally appropriate clinical service</p> <p>Emergency consultation responded to within 24 hours.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Indigenous Youth Suicide Prevention Project Officer, Port Augusta Yorke Peninsula</p> <p>Staff in each site</p> <p>I. Darby/D. Fuschtei B. Sawyer</p> <p>All staff</p> <p>Pt. Pirie, Pt. Augusta & Whyalla teams. All country teams.</p>

2.3	Improve access to quality health information for consumers.	<ul style="list-style-type: none"> Young people and staff to be involved in activities that improve the mental health literacy of the wider community Unit representation on consumers group 	<ul style="list-style-type: none"> Participation in presentations to schools etc... regarding mental health issues and young people Participation in Mental Health Week Staff rep to attend Headroom working group Regular attendance and feedback to team 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>All of staff/ Consumers</p> <p>L. Matthews</p> <p>B. Paterson</p>
GOAL 3: EDUCATION AND LEARNING					
3.1	Develop an educational framework for all staff to support high quality clinical practice and health promotion across the WCH.	<p>The FPT coordinator in conjunction with the FPT Country representative will develop and coordinate a training program for all country staff to enhance clinical skills</p> <p>Country CAMHS will access Training and Development as a team at Clinical Meetings using internal and external trainers</p>	<p>Ongoing training sessions face to face and via telemedicine</p> <p>Ongoing Training and Development opportunities for the whole team</p>	<p>Ongoing in 2003</p> <p>Monthly</p>	<p>V Steer</p> <p>F Huppertz</p>
GOAL 5: GOOD GOVERNANCE, MANAGEMENT AND ACCOUNTABILITY					
5.4	Develop a comprehensive communication system that encourages effective knowledge and information management.	Country Services will ensure effective communication with the broader Division external stakeholders and consumers	<ul style="list-style-type: none"> Utilisation of Intranet Updating internet information 	Ongoing	Unit Head
GOAL 6: FINANCIAL VIABILITY					
6.1	Establish a resource management framework with integrated business planning at Divisional and Department level, which includes some component of variable funding to reflect planning and activity levels.	Country Services will ensure responsible and accountable financial practices	<ul style="list-style-type: none"> Monitoring of budget Meeting with Business Manager 	<p>Monthly</p> <p>Annually</p>	<p>Unit Head</p> <p>Unit Head</p>