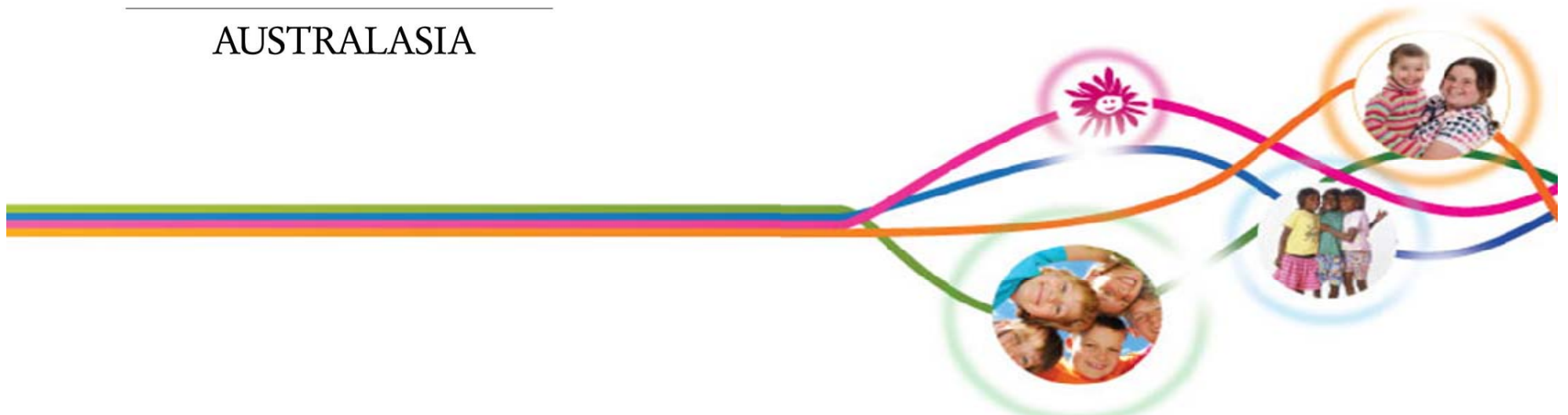




CHILDREN'S
HEALTHCARE

AUSTRALASIA

Strategic Plan: 2016-2020





Children's Healthcare Australasia's Vision

To enhance the health and well-being of children and young people through supporting children's hospitals and health services to achieve excellence



Facilitating child, Young person & family centred care

CHA supports member organisations to effectively partner with children, young people and their families in their healthcare throughout the patient journey.

Benchmarking: Enhancing performance

CHA provides high quality, timely & relevant performance benchmarking and supports members to learn from one another's successes

Safety & Quality: Enhancing outcomes for children & families

CHA facilitates collaborative improvements in the safety & quality of care for children, young people & their families across the children's healthcare sector

Innovation: Facilitating the spread of excellence

CHA is the knowledge broker of best practice and service design for innovation.

Advocacy: Providing a voice for children's health

CHA actively advocates on key issues related to enhancing the health & wellbeing of children & young people

Enabler:

Engagement of member organisations and their staff

CHA develops and maintains strong relationships with our member organisations and their staff, understands member's needs and delivers valued services to meet those needs

Priority: Facilitating child, young person & family centred care

Objective: **CHA supports member organisations to effectively partner with children, young people and their families in their healthcare throughout the patient journey.**

Actions

1. Assist members to share knowledge about effective strategies, policies and models for delivering & evaluating family & patient centred care, including cultural competence in caring for Aboriginal, Torres Strait Islander and Maori children & families.
2. Partner with other relevant organisations & stakeholder groups (e.g. Primary Health Networks, Transition co-ordinators, etc) to assist members to enhance the patient journey, especially for children with chronic and/or complex healthcare needs
3. Facilitate networking among consumer representatives involved in advising member health services

Measuring Success

- ✓ CHA has a range of tools available to support member health services to engage with patients & their families at all levels of healthcare planning and delivery
- ✓ CHA works collaboratively with identified partner organisations to identify & showcase innovations that enhance the patient journey across the primary-acute spectrum
- ✓ CHA provides opportunities for networking and information sharing among relevant individuals & organisations representing patients and their families

Priority: **Benchmarking to enhance performance**

Objective: CHA provides high quality, timely & relevant performance benchmarking and supports members to learn from one another's successes

Actions	Measuring Success
<ul style="list-style-type: none">4. Provide an accurate, affordable, relevant, useable & timely benchmarking service with high quality data related to both clinical and operational performance5. Provide benchmarking analysis that assists members to identify opportunities for improvement in patient experience, access & outcomes across inpatient, outpatient, emergency and community health settings6. Facilitate member networking with peer services to learn from others' successes7. Facilitate members tapping into the rich CHA benchmarking dataset on an ad hoc basis to better understand their business, inform planning and enhance services for children & their families.	<ul style="list-style-type: none">✓ Member evaluation of CHA's Benchmarking service indicate more than 90% of participants rate the service as good or very good✓ CHA is proactive in identifying improvement opportunities and assisting members to learn from one another about enhancing performance✓ Members have access to a secure on-line database to run ad hoc queries, or access analysis developed by CHA.✓ Ad hoc queries for analysis of CHA's benchmarking data are responded to in a timely way and meet member's needs

Priority: **Paediatric patient safety and quality of care**

Objective: CHA facilitates collaborative improvements in the safety & quality of care for children, young people & their families across the children's healthcare sector

Actions

8. Identify & promote examples of members' successful safety & quality initiatives in Special Interest Groups, education forums, conferences & the CHA website
9. Facilitate collaboration among members for collective improvement on agreed priority safety & quality goals
10. Champion best practice guidelines & collaborate in relevant campaigns, e.g. 'choosing wisely' to eliminate unnecessary tests & interventions
11. Foster partnerships with the respective Quality and Safety Commissions in Australia and New Zealand to enhance the influence/relevance of their work for improving safety & quality in the care of children & young people

Measuring Success

- ✓ **Members are readily able to network with peers through CHA on strategies and practices that meet bi-national quality & safety principles, standards & objectives**
- ✓ **Successful safety & quality improvements are showcased on the CHA website & in forums and Special Interest Groups**
- ✓ **At least one collaborative safety & quality project, with agreed goals & measures, is supported each calendar year.**
- ✓ **Evidence based information about 'choosing wisely' is actively disseminated**
- ✓ **CHA has productive working relationships with the ACSQHC and the HQSCNZ**

Priority: **Innovation: Facilitating the spread of excellence**

Objective: CHA is the knowledge broker of best practice and service design for innovation.

Actions

12. Encourage & support members to identify and share innovative models of care & redesign with the wider CHA community in Special Interest Groups, webinars, forums & via the CHA website
13. Facilitate improvement through integration of evidence into practice
14. Develop & promote an “innovations portal” on the CHA website which showcases successful improvement projects & facilitates interactive sharing of ideas, expertise & resources by members.
15. Celebrate & showcase successful innovations & improvement/redesign initiatives

Measuring Success

- ✓ CHA events profile innovative models of care that enhance experience of care and/or care outcomes for children, young people & their families
- ✓ CHAs ‘Paediatric Innovations Portal’ contains credible and varied information & resources supplied and used by members. This resource grows in breadth and standing year on year.
- ✓ A biennial ‘paediatric Innovations’ meeting showcases & celebrates successful paediatric innovations across the CHA community, including tapping into innovations expertise from outside the health sector

Priority: **Advocacy: Providing a voice for children's health**

Objective: CHA actively advocates on key issues related to enhancing the health & wellbeing of children & young people

Actions

16. Seek out and co-ordinate expert advice from members on policy issues affecting children's health and present expert consensus positions to policy makers & media
17. Facilitate access for experts within the CHA community to key decision-makers to raise awareness and urge action on children's health issues.
18. Champion the Charter on the Rights of Children's & Young People in Healthcare
19. Champion advocacy on investment in the early years of childhood
20. Advocate for all children to have access to paediatric expertise for their healthcare

Measuring Success

- ✓ CHA is recognized as a leading expert peak body in children's healthcare, and is asked for its views on issues related to healthcare for children & young people
- ✓ In consultation with members, CHA makes credible submissions to government, parliament & statutory authorities on priority issues in children's healthcare
- ✓ Healthcare services caring for children & young people promote the Child Rights Charter to patients, families and staff
- ✓ CHA actively supports efforts to engage governments in supporting evidence based programs related to health of children in the early years

Enabler: **Engagement of member organisations and their staff**

Objective: CHA develops and maintains strong relationships with our member organisations and their staff, understands member's needs and delivers valued services to meet those needs

Actions

21. Validate strategic direction with members
22. Actively engage with members to learn about their specific circumstances, challenges & needs, and to identify best practice initiatives that could be shared with others
23. Respond to expressed member needs whenever feasible
24. Regularly evaluate member views of CHA services
25. Maintain CHA as a well governed, well managed and sustainable organisation for the benefit of its members and the children & families they care for.

Measuring Success

- ✓ **Member satisfaction surveys show that at least 80% of members who participate in CHA Special Interest Groups & meetings rate that participation as valuable or very valuable.**
- ✓ **CHA staff remain familiar with the local circumstances, activities & needs of member hospitals/health services**
- ✓ **CHA meetings, Special Interest Groups & website facilitates meaningful member interaction & networking,**
- ✓ **CEs/managers are kept informed of involvement in CHA activities by their staff**