

# Strategic Plan 2021 – 2025

## Strategic Priorities



St John of God Hauora Trust

The key initiatives for FY24 - from 1 July 2023 to 30 June 2024.

## 2. Service Excellence

We are known for providing excellent care and support with services, processes, and technology solutions that are person-centred and improve hauora (well being).

### OBJECTIVES

- Embedded safety culture throughout the organisation
- Zero preventable harm for all clients
- Improved well being for all clients and residents
- Clinical Excellence is evident
- Te Whāriki embedded for all learners and whānau

### MEASURES OF SUCCESS

- Established Health & Safety reporting, including Near Miss
- Established Quality reporting
- Zero medication errors
- Zero serious or critical incidents for clients and residents
- Little Owls Quality indicators and learning outcomes met



#	INITIATIVE	RATIONALE	SPONSOR
SE1	Implement caregiver voice programme	Deliver continuous improvement through engagement and feedback from our people.	CYCS/ECE
SE2	Implement Quality Improvement framework	Deliver increased structure in the development of our services by incorporating a Quality Improvement framework to practice.	CYCS / ECE
SE3	Evaluate opportunities to improve Te Whāriki embedded curriculum design and implementation	Little Owls teachers are committed to providing a rich curriculum focused on learning outcomes for children.	ECE
SE4	Develop client satisfaction processes and tools	Improve client experience and learning outcomes by tracking and reporting client feedback.	ECE
SE5	Leverage technology to enhance operational and governance reporting	Generate enhanced insights that inform best-practice service delivery and decision making for key committees (Health and Safety, Risk and Compliance, Culture).	SJGHT
SE6	Re-establish SJGHT Clinical Governance committee	Key committee to oversight the systems, process, and clinical service delivery through the collective experience of our leadership team and Trustees.	SJGHT
SE7	Enhance cultural safety and competency development for our people	Develop capability and organisational culture to deliver services that are culturally safe and honour Te Tiriti o Waitangi responsibilities.	SJGHT
SE8	Enhance Quality improvement programme	Deliver continuous Quality improvement practice and systems that support clinical and service excellence.	HAS
SE9	Review Lifestyle Planning process	Support residents to set and achieve goals that support the realisation of our Model of Care	HAS

### OUR MISSION:

To continue the healing Mission of Jesus.



**Manaakitanga**  
Hospitality



**Aroha**  
Compassion



**Whakaute**  
Respect



**Tika**  
Justice



**Hiranga**  
Excellence

### OUR VALUES:

### OUR VISION:

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.