

## **ST JOSEPH'S HOSPICE: THREE YEAR STRATEGIC PLAN**

**Our Vision** – setting the broad long term direction, ultimate purpose and goals:

The highest quality palliative care and support for everyone - where and when they need it.

**Our Statement of Purpose** – describing the path to reaching the vision:

We provide palliative care and support for people in our local community and for those close to them. We work with others in this country and internationally to promote the highest quality care for dying people everywhere. We do all of this based on respect for human life and social justice for all.

**Our Core Values**: the 5 guiding principles for day to day activity – how we do it.

Respect for human dignity  
Care of the poor/advocacy  
Service/Quality  
Compassion  
Justice

<b>Our strategic priorities:</b>
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- 1. Reach more people – and earlier in their illness**
- 2. Provide high quality 24/7 services that are equally available across the area we serve.**
- 3. Reinforce our position as a leader in palliative and end of life care services**
- 4. Help build the capacity of our local communities to be well informed, to support each other, and to enable people to care for themselves and to remain independent for as long as possible**
- 5. Strengthen our people, places and processes to support our vision.**

## Our strategic priorities and how we will deliver them 2015 - 2018

### **1. Reach more people – and earlier in their illness**

- Review and develop our day services based on what our community needs.
- Build partnerships with other agencies to improve services, and to increase referrals and understanding of the care and support we provide.
- Improve access for people with non-cancer conditions.
- Develop support for carers
- Strengthen our use of technology to provide information, deliver services and share information with other care providers.

### **2. Provide high quality 24/7 services that are equally available across the area we serve.**

- Launch a 24/7 advice and support telephone line and expand our Out Of Hours services.
- Strengthen the First Contact Team and community services through better resourcing and IT systems.
- Continue to provide measurable, high quality inpatient care.
- Expand the Information and Advice service, including health promotion support.
- Review transport and access to our services to improve equity.

### **3. Reinforce our position as a leader in palliative and end of life care services**

- Develop our external education and research capacity to promote the spread of knowledge and good practice within the area we serve and more generally.
- Develop innovative plans for care through engagement with health and social care partners at a strategic level.

### **4. Help build the capacity of our local communities to be well informed, to support each other, and to enable people to care for themselves and to remain independent for as long as possible**

- Strengthen our links with our local diverse communities through increased outreach and engagement activities and by promoting volunteering.
- Strengthen our self-care services and peer-support.
- Roll out plans for Compassionate Communities across the areas we serve.

### **5. Strengthen our people, places and processes to support our vision.**

- Develop workforce plans to ensure we have the trained workforce needed for the future and strengthen our leadership and management programme.
- Upgrade our electronic patient records system to help us provide effective services, measure outcomes and demonstrate impact.
- Deliver a level of voluntary income that allows us to maintain and grow our services.
- Review the use of our own buildings and community locations to improve our services and communications.