



Healthy, connected communities



COUNTRY TO COAST QLD

STRATEGIC PLAN | 2023

Supporting our region to live their healthiest lives



CCQ STRATEGY

Four Pillars + Technology

VISION Support our region to live their healthiest lives

MISSION Work with our community to deliver leading primary health

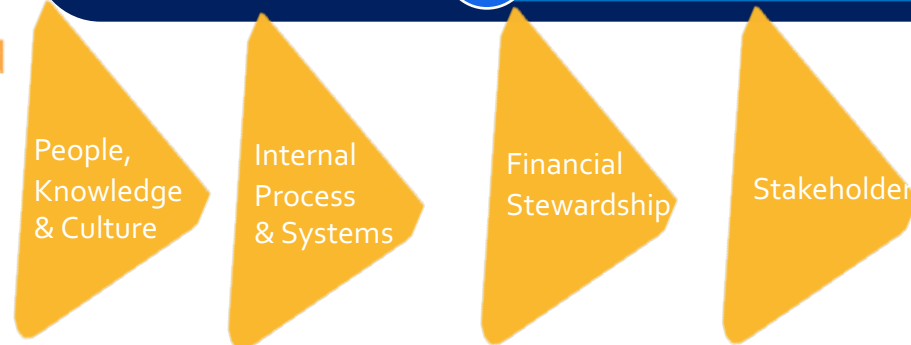
OUR COMMITMENT TO NATIONAL OUTCOMES: Our Quintuple aims



OUR STRATEGIC PILLARS FOR DELIVERY: Leveraging Technology & Innovation



OUR PLAN FOR ACTION: The balanced scorecard approach



BALANCED SCORECARD High Level Strategic Objectives

Strategic Objectives

Enhanced Internal Capabilities

Invest for outcomes & impact

Regional leadership and collaboration

Build the capability of the primary health system

The high level objectives map to the strategic objectives and outcomes outlined in the strategic plan

FINANCIAL STEWARDSHIP

1.1: CCQ demonstrate increasing efficiency in the way we do business

2.1: Outcomes focused commissioning will deliver increased value for money across the portfolio

3.1: Strong partnerships will leverage collective resources to increase financial accountability

4.1: CCQ will support the primary care sector in the development of education and models of care which support sustainable healthcare delivery

 Financial sustainability
 Investment to grow and develop services


STAKEHOLDERS

1.2: Our stakeholders seek engagement with CCQ because of the value we bring through our expertise

2.2: Outcome priorities for commissioning are founded in co-design

3.2: CCQ lead by example in establishing regional partnerships in all facets of program delivery
3.3: Branding is strong

4.2: Our program offerings will reflect the needs of our region to deliver best practice primary care

 Consumer and service provider satisfaction and outcomes

INTERNAL PROCESS & SYSTEMS

1.3: Systems and business processes support quality program delivery

2.3: Data and decision-support tools form the basis for strategic investment

3.4: Governance structures and processes support best practice partnerships

4.3: CCQ will build our capability to measure and benchmark primary care performance to contribute to our CQI approach

 Lean, effective and efficient systems and processes




PEOPLE KNOWLEDGE & CULTURE

1.4: Our staff live and breathe the values of the organisation

2.4: Staff and teams have skills, technology and infrastructure to continuously improve performance

3.5: Our staff embody our commitment to partnership in all the work we deliver

4.4: CCQ will build recognised expertise which challenges current system constraints and contributes to innovation and reform

 High Staff Engagement, Satisfaction and Culture
 Recruitment and retention
 Infrastructure and Technology supports business delivery

Strategic Outcomes

CCQ services deliver high quality outcomes in an efficient way

CCQ demonstrate improvement in regional health outcomes as a result of commissioned services

CCQ provides National leadership in working collectively to achieve the best outcomes

CCQ primary health outcomes are on par with the best Nationally