

Crystal Brook & District Hospital, Laura & District Hospital and Port Broughton District Hospital and Health Services

(including hospital, Country Health Connect and mental health services)

Service Plan Summary

2024-2029

We are excited to introduce a bold and aspirational service plan to our community. Our vision is to provide you with the best possible care and support, embracing innovation and excellence, while striving to improve and elevate your experience with us. It provides us with a blueprint to seek funding, enhance our existing resources or partner with other agencies to work towards achieving proposed strategies to continue to improve our services.

A co-design service planning process was led by a local Service Planning Steering Group. This group included members from the Health Advisory Council, doctors, nurses and health services leaders. A wide range of clinicians were engaged through workshops and focus groups. An extensive community consultation has occurred.

The Service Plan will seek to improve health outcomes in the respective communities. Impact on health outcomes will be monitored through a comprehensive approach involving stakeholder collaboration, continuous feedback mechanisms and robust data collection and analysis.

Broad and ongoing involvement of clinicians will be essential to progress services initiatives across the hospitals, Country Health Connect and mental health services.

Priority Area	Service Improvement Recommendation	Strategic Priorities
Aged Care	<ul style="list-style-type: none"> • Redesign and increase space functionality to meet aged care standards (Crystal Brook & Laura). • Support consumers and their carers to negotiate the My Aged Care portal and engage providers. • Develop a sustainable and effective service model for aged care services to meet community need. • Enhance community-based strategies to support the older person to stay safely within their home. • Support access to responsive services. • Boost connections between the community and aged care services. 	
Emergency	<ul style="list-style-type: none"> • Review current accident and emergency areas for improvements to functionality. • Develop and support the workforce to optimise provision of emergency services. • Explore and expand models that improve emergency care and positively influence the patient journey. 	
Mental Health	<ul style="list-style-type: none"> • Enhance the infrastructure to best meet the need of mental health clients. • Explore mental health service improvement opportunities and growth of new services to meet community need. • Improve awareness and understanding of referral pathways for mental health services. • Explore opportunities to build the capacity of our workforce. • Support improved pathways for women and their families accessing perinatal health services. 	

Our YNLHN Vision

Leaders in exceptional rural healthcare.

Our YNLHN Purpose

To deliver safe, high-quality, holistic services, that improve the health and wellbeing for all in the Yorke and Northern communities.

Priority Area	Service Improvement Recommendation	Strategic Priorities
Medical Inpatients	<ul style="list-style-type: none"> Review, improve and redesign facilities infrastructure to provide safe accessible service. Explore opportunities to introduce new models of care to meet community need. Investigate opportunities for sustainable and safe surgical and maternity services within Crystal Brook. Continue to develop the TCP model of care and short-term restorative rehabilitation programs for Port Broughton and Crystal Brook. Continue to develop clear, accessible and timely referral pathways for all services. Improve support and management for patients with mental health and or drug and alcohol issues. Continue to collaborate with local GPs to build a sustainable medical service model. 	
Aboriginal Health	<ul style="list-style-type: none"> Aboriginal people will have access to culturally safe and appropriate initiatives determined by local communities. Highlighted throughout each service cohort are strategies to improve the patient journey for Aboriginal people. 	
Community and Allied Health Services	<ul style="list-style-type: none"> Redesign and increase infrastructure for future growth of services. Continue to develop strategies to reduce potentially preventable admissions. Develop sustainable and effective service models. Improve awareness and understanding of services available and referral pathways for community and allied health. 	
Collective Services	<ul style="list-style-type: none"> Identify innovative ways to attract and retain workforce. Improve and address patient journey barriers. Improve our digital technology to enable collaboration for effective care coordination and streamlining our reporting requirements. Build partnerships and networks with public and private provider to support and improve the health and wellbeing of the community. 	

Strategic priorities for Yorke and Northern Local Health Network

Our Network



Care responsive to the needs of our communities

Our Services



Creatively designed quality services

Our Staff



A skilled, engaged, collaborative workforce

Our Partnerships



Partnerships for healthier communities

Our Future



Optimised digital technology and innovation