

Fact sheet

Commitment to Care

Central Adelaide LHN is committed to the delivery of high quality care, balancing the provision of clinical services, participating in education and training, and engaging in research.

CALHN **Commitment to Care** is our change management approach to increase Central Adelaide's opportunities and viability to ensure current and future readiness to meet challenges ahead:

- > in the way we **Care**
- > in the way we **Deliver our Service**
- > in the way we **Make Decisions**

What is Commitment to Care?

Central Adelaide **Commitment to Care** is a change management approach focused on systemic learning and development to:

- > better enable the implementation of change and our ability to meet the challenges in our dynamic environment
- > strengthen the beliefs in, and relevance of values, and structure of the current organisation.

Commitment to Care links together four key streams of work, which includes *Transforming our Care, Advancing our Care, Supporting our Care* and *Enabling Care*.

How will this Commitment help Central Adelaide?

Central Adelaide is facing a number of large scale changes now and into the future:

- > the creation of single Central Adelaide Clinical Services
- > a new accreditation process against the national standards in November 2013
- > changes at Hampstead/St Margaret's, and the new Glenside
- > supporting the growth in Northern Adelaide LHN through the movement of services
- > EPAS as our new enterprise wide patient administration system in 2014
- > the transition to the new Royal Adelaide Hospital in April 2016.

Commitment to Care links together a series of change endeavours to guide the organisation through all of this change.

What is my role?

As Central Adelaide staff we adopt the Central Adelaide Values:

- > to be patient-centred
- > to be respectful
- > to be professional
- > to be team focused.

We want all Central Adelaide staff to continue to ensure that the patient is **CENTRAL** in our daily work:

- in the way we provide **care**
- in the **service** we deliver
- in the **decisions** we make

One way we can all think about this is to ask ourselves:

"If this was my parent is this the care I would want for them?"

- when doing a ward round
- supporting activities of daily living

"If this was my child is this the quality of service I want them to receive?"

- when answering the phone
- collecting information from patients

"If we make this decision, would this be what I want for my family/community?"

- preparing a business case
- planning the future of a service

What will I see?

You will start to notice a number of changes. A more visible presence of **Commitment to Care** on and in the work we do, and changes to orientation. We will provide regular updates at CEO Forums and through InCentral.

We also want to hear from you, your ideas, thoughts and feedback about this approach as we enter this period of change. Initially we are asking that you just drop us an email at CentralAdelaideLocalHealthNetwork@health.sa.gov.au while we create an ideas register for you to contribute ways we can put the patient **CENTRAL** as we all commit to improving the quality of care we provide.

