

# Putting People First Strategy

Metro North is committed to improving patient experiences, supporting and developing staff, and working with our partners to better connect care and improve health outcomes for Metro North and the broader Queensland community.

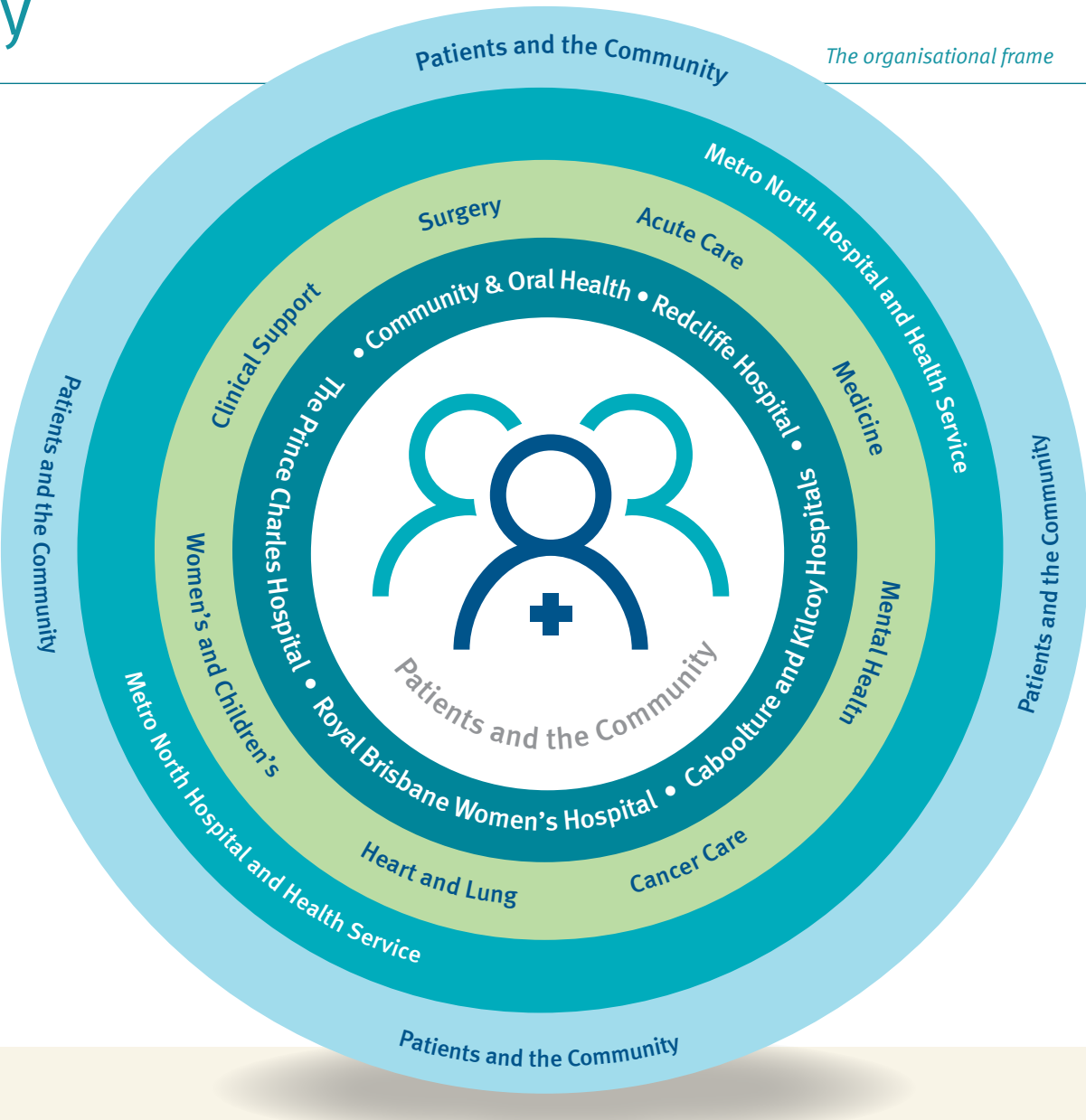
*Putting people first* puts that commitment into words: to always put people first. These words form the first goal of our Metro North Strategic Plan, and our operational plans and strategies.

*Putting people first* was developed in 2015 and refreshed in 2018 following consultation with staff, partners and consumers. The strategy is led by Metro North’s Health Service Chief Executive and embedded in Metro North’s strategic plan, strategies and operational plans to ensure we focus on always putting people first in everything we do.

The key themes of *Putting people first* are systems, engagement, and culture. This supports us to:

- partner with patients and consumers to provide high quality healthcare outcomes that matter to patients;
- enable, support and professionally develop our staff and provide a safe and respectful workplace; and
- engage with partners to improve the patient experience.

Examples of Putting people first in practice are our Values in Action, value based recruitment, online professional development opportunities, Executive Leaders Program, values based healthcare and many local initiatives.



**OUR VISION** Changing the face of health care through compassion, commitment, innovation and connection

**OUR VALUES** Respect, Teamwork, Compassion, High performance, Integrity

**OUR PURPOSE** Create, connect and apply knowledge to deliver high quality health services.

<b>OUR PROMISE</b>	<b>OUR PATIENTS</b> To partner with our patients to provide high quality health care	<b>OUR PEOPLE</b> To enable, support and professionally develop our people	<b>OUR PARTNERS</b> To engage with our partners to improve the patient experience
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**OUR DIVERSITY** We embrace the diversity of our facilities and services and recognise this is reflective of the communities they serve  
Through all services we will strive to ensure our patients have equity of access, outcomes and experience

	SYSTEMS	ENGAGEMENT	CULTURE
OUR PATIENTS	We enable active patient participation in healthcare by providing up-to-date systems and integrate processes that deliver patient-centred care.	We engage with patients, their families and carers, and the community for health outcomes that matter to them.	We foster a culture where patients can feel pride in their local health services and staff.
OUR PEOPLE	We enable employees with systems that support patient-centred care, professional development, research and learning opportunities.	We engage, consult, reward and recognise our staff.	We foster a culture that attracts people who align with our values and where people feel safe, respected and recognised.
OUR PARTNERS	We enable meaningful partnerships supported by integrated systems and processes.	We engage our partners to improve patient experiences and outcomes.	We foster a culture of partnership to better deliver patient-centred care.

**OUR GOVERNANCE** The strategy is led, implemented, performance monitored and escalated by the Chief Executive and Executive