

Drivers

The ageing of the New Zealand population. The number of people aged 65 and over has doubled since 1972, to 510,000 in 2006. By the late 2020s, the number is expected to exceed one million.

Population growth. The national population is expected to reach 5 million in 2028.

People of working age. As the population ages the proportion of people who are of working age will decline. This will either mean the increasing costs of health services will be carried by relatively fewer working-age tax payers, or the working age will increase and more people will delay their retirement.

Chronic illness management. Conditions such as heart disease, some cancers, diabetes and tobacco-related disorders are substantially avoidable, yet account for 80% of early deaths. Chronic conditions have a disproportionate effect on people on low incomes and Maori and Pacific peoples.

Health spending. Growth in health expenditure has increased at a greater rate than GDP in recent years. The Government has made it clear that the level of service improvement has not matched the increases in funding.

Public expectations increasing. New Zealanders expect the health and disability system to provide a broader range of services and treatments, some of which involve expensive new medical technologies.

>> these factors require us to do things differently

Goals*(What we want to achieve)***Strategies***(How are we going to achieve it?)***Success Factors***(What does success look like; what must our plans address?)***Measures***(How will success be measured?)***Vision**

Goal 1 Best possible patient care	Develop a world class ambulance service	<ul style="list-style-type: none"> - Patient focus - Clinically excellent - Seen as a leader 	<ul style="list-style-type: none"> - EACC measures - Response times - Matching resources to demand - Complaints and compliments - Stakeholder satisfaction - Patients treated not transported to ED - No. of innovations and speed to market - Patient satisfaction, stakeholder satisfaction - No. of ideas generated / no. converted - Return on R&D 	Enhanced health and well-being for all New Zealanders
	Develop alternative care pathways	<ul style="list-style-type: none"> - Health sector engagement - New response modes - Broader range of clinical skills / roles 	<ul style="list-style-type: none"> - No. of first aid trainees - Bystander CPR and first aid incidence - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	
	Provide skilled teams with technology solutions	<ul style="list-style-type: none"> - Quality people - Innovation - Asset plans 	<ul style="list-style-type: none"> - Asset / equipment utilisation - Reduced adverse incidents 	
	Invest in research & development, technology and equipment that enhance services	<ul style="list-style-type: none"> - Equipment plans - Clinically excellent workforce 	<ul style="list-style-type: none"> - No. of first aid trainees - Bystander CPR and first aid incidence - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	
Goal 2 Independent living with St John	Build a learning and improvement culture	<ul style="list-style-type: none"> - Trained first aider in every household - Trainee competence and confidence levels - Connected organisation 	<ul style="list-style-type: none"> - No. of first aid trainees - Bystander CPR and first aid incidence - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	Enhanced health and well-being for all New Zealanders
	Transfer first aid knowledge to communities	<ul style="list-style-type: none"> - Seen as a leader 	<ul style="list-style-type: none"> - No. of first aid trainees - Bystander CPR and first aid incidence - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	
Goal 3 Strong communities that care and share	Develop and grow partnerships and collaborations	<ul style="list-style-type: none"> - Customer focus - Accurate segmentation, targeting, positioning - People have access to more services 	<ul style="list-style-type: none"> - No. of customers; customer satisfaction - Market, market segment penetration - Contribution to the health economy - No. of avoided hospital admissions - No. of programmes - No. of people enrolled / served by programmes - No. of innovations and speed to market 	
	Grow and lead in medical alarms	<ul style="list-style-type: none"> - Communities engaged and involved - Innovation in service design and delivery - Connected organisation - Seen as a leader 	<ul style="list-style-type: none"> - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	
Goal 4 One St John – healthy and vibrant	Engage communities with our charitable purpose	<ul style="list-style-type: none"> - Widespread community support - Successful fundraising - Communities engaged and involved 	<ul style="list-style-type: none"> - Community engagement measures - Area Committee engagement, external satisfaction measures - No. of programmes - No. of people enrolled / served by programmes - Objectives of Te Ara Hato Hone are met - No. of programme members 	Enhanced health and well-being for all New Zealanders
	Engage and empower Area Committees	<ul style="list-style-type: none"> - Assets deployed to support strategy - Communities actively engaged in prevention and self-help - Access to full range of St John services - Te Ara Hato Hone (St John pathway) is embedded - Continuous programme and curriculum development 	<ul style="list-style-type: none"> - Youth member retention - No. of partnerships, collaborations. Quality of relationships - Stakeholder satisfaction 	
	Understand and provide for community needs	<ul style="list-style-type: none"> - Formal and informal relationships - Stakeholder management plans in place 	<ul style="list-style-type: none"> - Clearly defined measures - Appropriate internal appointments and promotions - Area Committee engagement, internal satisfaction measures - Local KPIs - Member numbers and demographics - Member satisfaction scores - Scenario models and plans in place - Better deployed cash and investments - Consolidated reporting - Robust financial information - Change plans for every new initiative 	
	Expand and strengthen youth development programmes	<ul style="list-style-type: none"> - Member engagement - Recognised as a great place to work / volunteer - Be able to respond to funding changes - Organisation support for better resource utilisation - Quality information, faster decision making - Joined-up and reliable information systems - Champions in place - Effective communications 	<ul style="list-style-type: none"> - Communications audit measures 	
Goal 4 One St John – healthy and vibrant	Develop and grow partnerships and collaborations	<ul style="list-style-type: none"> - Leadership development plans for Governance and management - Succession plans - Active and effective Area Committees 	<ul style="list-style-type: none"> - Clearly defined measures - Appropriate internal appointments and promotions - Area Committee engagement, internal satisfaction measures - Local KPIs - Member numbers and demographics - Member satisfaction scores - Scenario models and plans in place - Better deployed cash and investments - Consolidated reporting - Robust financial information - Change plans for every new initiative 	Enhanced health and well-being for all New Zealanders
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	Role model leadership behaviours	<ul style="list-style-type: none"> - Leadership development plans for Governance and management - Succession plans - Active and effective Area Committees 	<ul style="list-style-type: none"> - Clearly defined measures - Appropriate internal appointments and promotions - Area Committee engagement, internal satisfaction measures - Local KPIs - Member numbers and demographics - Member satisfaction scores - Scenario models and plans in place - Better deployed cash and investments - Consolidated reporting - Robust financial information - Change plans for every new initiative 	
	Develop a funding plan and a long term capital plan	<ul style="list-style-type: none"> - Member engagement - Recognised as a great place to work / volunteer - Be able to respond to funding changes - Organisation support for better resource utilisation - Quality information, faster decision making - Joined-up and reliable information systems - Champions in place - Effective communications 	<ul style="list-style-type: none"> - Communications audit measures 	
Goal 4 One St John – healthy and vibrant	Improve information and reporting for decision making	<ul style="list-style-type: none"> - Leadership development plans for Governance and management - Succession plans - Active and effective Area Committees 	<ul style="list-style-type: none"> - Clearly defined measures - Appropriate internal appointments and promotions - Area Committee engagement, internal satisfaction measures - Local KPIs - Member numbers and demographics - Member satisfaction scores - Scenario models and plans in place - Better deployed cash and investments - Consolidated reporting - Robust financial information - Change plans for every new initiative 	Enhanced health and well-being for all New Zealanders
	Develop and resource an approach to change management	<ul style="list-style-type: none"> - Member engagement - Recognised as a great place to work / volunteer - Be able to respond to funding changes - Organisation support for better resource utilisation - Quality information, faster decision making - Joined-up and reliable information systems - Champions in place - Effective communications 	<ul style="list-style-type: none"> - Communications audit measures 	
	Develop a high performance culture	<ul style="list-style-type: none"> - Leadership development plans for Governance and management - Succession plans - Active and effective Area Committees 	<ul style="list-style-type: none"> - Clearly defined measures - Appropriate internal appointments and promotions - Area Committee engagement, internal satisfaction measures - Local KPIs - Member numbers and demographics - Member satisfaction scores - Scenario models and plans in place - Better deployed cash and investments - Consolidated reporting - Robust financial information - Change plans for every new initiative 	
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St John
first to care