

# Strategic Plan 2024–26



maryvale  
private  
hospital



## Acknowledgement Of Country

Maryvale Private Hospital acknowledges the Traditional Custodians of Country, the Gurnaikurnai nation, and recognises their continuing connection to land, sea, culture and community. We pay our respects to Elders past, present and emerging.

## Strategic Planning Process

During the development of this strategic plan, Maryvale Private Hospital engaged a variety of key stakeholders to understand the needs of our patients, community and our team. We would like to thank our staff, doctors, Medical and Community Advisory Committees for their contributions which has been reflected in our strategy for 2024-26.

## Registered Office

Maryvale Private Hospital  
ABN 44 007 374 629  
286 Maryvale Road Morwell VIC 3840

## Enquiries

All enquiries relating to this strategic plan can be directed to the Chief Executive Officer

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# Our Organisation



## About Maryvale Private Hospital

Maryvale Private Hospital, located in Gippsland in Victoria, is a 65-bed private acute medical and surgical hospital known for its personalised care, friendly atmosphere, and highly skilled staff. The hospital services the Gippsland municipalities of East Gippsland, Wellington, Latrobe, Baw Baw, South Gippsland and Bass Coast as well as Melbourne metropolitan areas.

Not-for-profit private health insurer Latrobe Health Services, owner of Maryvale Private Hospital, established the hospital in 1991 to respond to the health care needs of the Gippsland community.

Since its inception, Maryvale Private has cared for more than 65,000 patients.

Our comprehensive services include weight-loss surgery, orthopaedic surgery, general surgery, ear, nose and throat surgery, gynaecological surgery, dental surgery and acute medical care.

We have an array of specialist physicians who consult at the hospital. Our consulting services include paediatrics, respiratory medicine, cardiology, rheumatology and geriatric care.



### Purpose

We provide exceptional health care



### Vision

We are the first choice provider in private health care in Gippsland

## About Maryvale Private Hospital's owner Latrobe Health Services

Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 81,000 members across Australia. They pride themselves on providing quality cover for their members, and exceptional service when our members need us.

Founded in 1950, Latrobe Health was established by power industry workers to provide for the health care needs of residents in the Latrobe Valley, Victoria, and at the time focused on providing medical services such as hospitals and ambulances. Much has changed since 1950, with Latrobe Health now providing hospital and extras coverage for members Australia-wide. However, the spirit of their founders remains.

Latrobe is still a regionally focused and based private health insurer that exists to benefit and support its members and the communities in which they live.

Latrobe is also proud to invest in their communities. In 1991, Latrobe established Maryvale Private Hospital, Gippsland's only private acute medical and surgical hospital. Since its inception, Maryvale has cared for more than 65,000 patients in the Gippsland region. Today, it's a key health hub contributing to education and clinical programs such as diabetic care, cancer services, palliative care, breast care and men's health.



Latrobe's commitment to the regions also includes support for community medical clinics and sponsorship of programs aimed at improving access to health services for rural and regional communities

# Strategic Priorities

## Our People

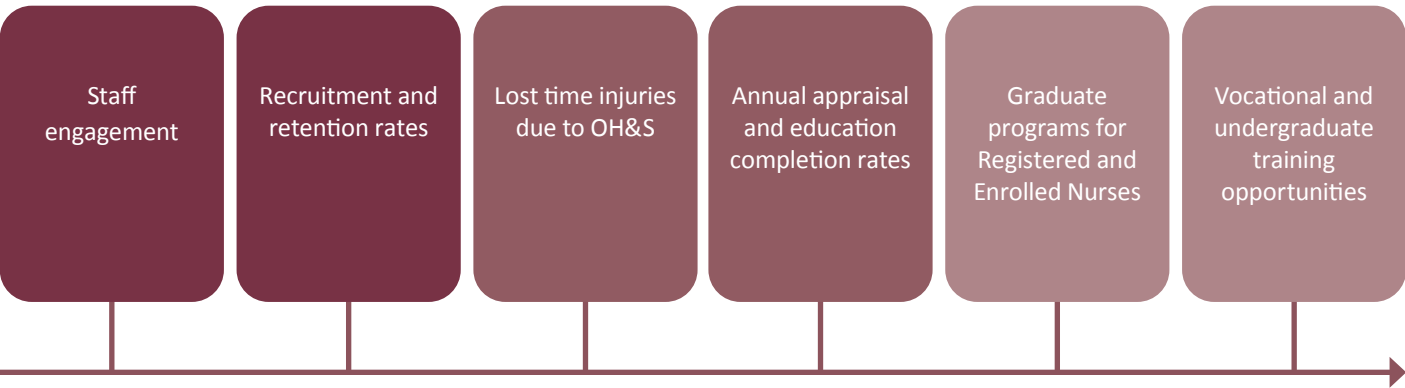
Our people are the essence of our culture and quality care delivery. We recognise and value our people for the skills, expertise and abilities they bring to our hospital. We invest in the development of our services for the benefit of providing safe, professional and quality care.



## Key Priorities

- Position Maryvale Private Hospital as an employer of choice in the region
- Mature our culture through the culture action plan
- Create an environment of learning and development
- Maintain a safe working environment

## Measures



# Strategic Priorities

## Our Community

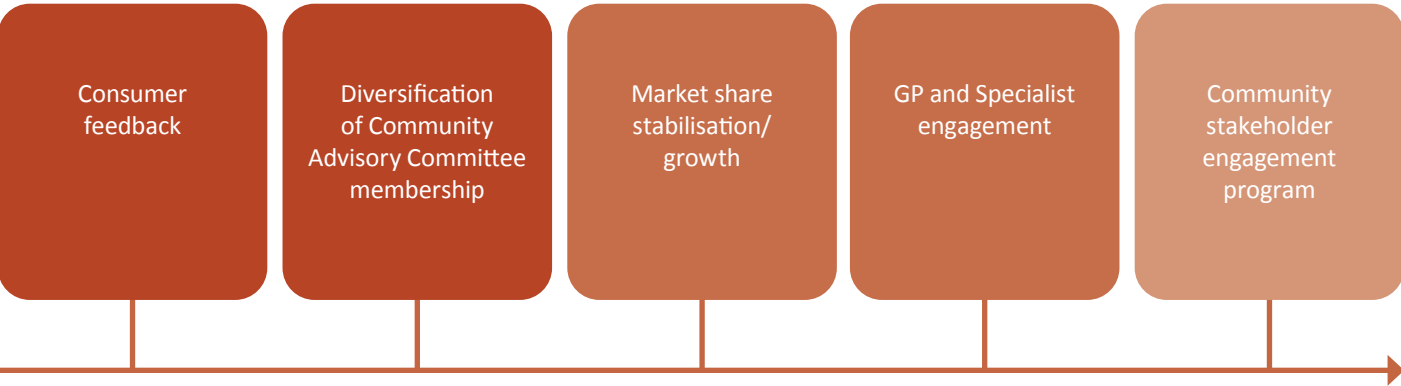
We provide access to a range of health services, empowering our community and deliver safe quality health care. We collaborate with aligning community organisations to assist in achieving our purpose of providing exceptional health care and our vision of being the first choice provider in private health care in Gippsland.



## Key Priorities

- The Gippsland community are aware of our hospital and services
- Engagement of community stakeholders
- Community Advisory Committee membership representative of our community
- Providing health services reflecting the needs of our community

## Measures





# Strategic Priorities

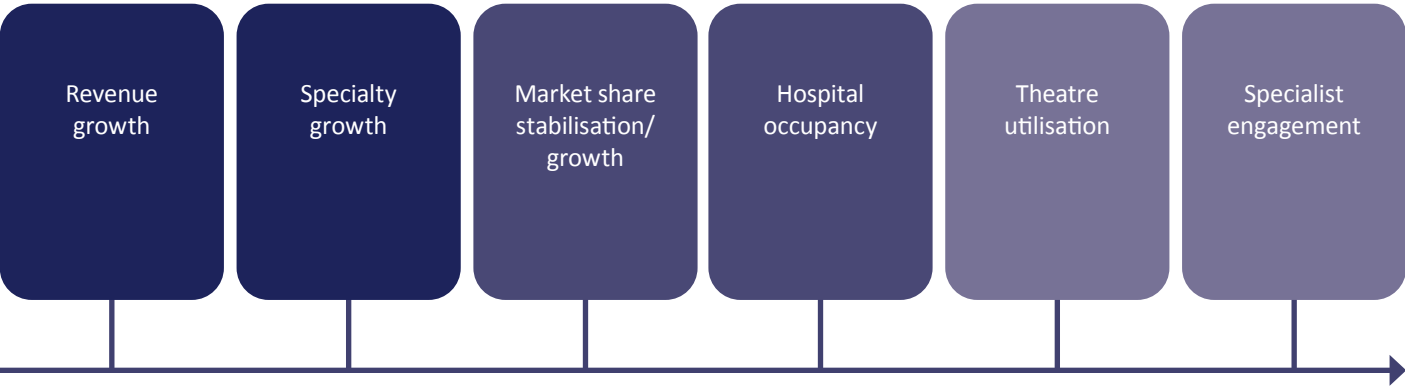
## Growth & Sustainability

We explore new and innovative ways to extend or introduce health services/programs in response to the needs of our community, leading to the growth and sustainability of our services.

## Key Priorities

- Growth of existing Specialists/business streams
- Growth of new Specialists/business streams
- Identifying pipeline talent for future service requirements
- Maintain established partnerships with public sector

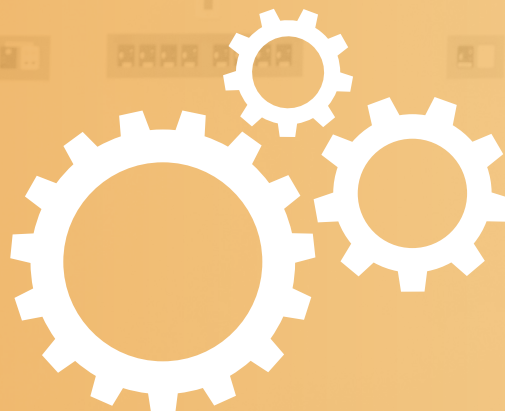
## Measures



# Strategic Priorities

## Governance & Quality

We are accountable for maintaining high standards of corporate, financial and clinical governance. We challenge the 'norms' by maturing our governance, systems, policies/procedures reflecting best practice to enhance organisational efficiency, care delivery and financial improvement.



## Key Priorities

Maintain a high standard of corporate and clinical governance

Continuing to grow our governance maturity

Maintain the highest possible standards of patient safety

## Measures

Governance  
roadmap

Compliance against  
relevant standards

Australian Council  
on Healthcare  
Standards (ACHS)  
accreditation

Victorian Agency  
for Health  
Information (VAHI)  
and other indicator  
reports

Financial  
performance

# Values

## Kindness

**We go out of our way to act with kindness and compassion with every interaction we have**

### Kindness is...

Always remembering that our patients are the reason we are here, ensuring we go out of our way to provide the best care possible

Being inclusive and building trust by respecting people for who they are

Making time for people, really understanding their needs and being compassionate in how we respond

Bringing a positive attitude, especially when things get tough

Being inclusive and building trust by respecting people for who they are

### So we will not...

*Be too busy to acknowledge someone or make time for those who need it*

*Avoid addressing any issues or concerns we may have*

## Collaboration

**We work together, understanding that we will achieve more as a team than as individuals**

### Collaboration is...

Going out of our way to support others and ensuring that we ask for help when we need it

Looking for opportunities to invest time and energy into building strong relationships

Speaking up when we get something wrong, knowing that we can all learn from our mistakes

Stepping up when needed, taking personal responsibility to get the best outcomes we can

Ensuring there are no silos and we work across teams, proactively sharing information and providing support when it is needed

### So we will not...

*Fly under the radar and hope someone else will step up and do what needs to be done*

*Hold back information or avoid tough conversations that we know could lead to better outcomes*

## Excellence

**We are continually striving for excellence in all we do, working with a sense of purpose and accountability to provide the highest quality care outcomes**

### Excellence is...

Having the courage to embrace change, ensuring that we support each other to find the opportunities in the challenges we face  
Continually learning, improving and sharing our knowledge with each other

Being accountable for our actions and following through on our commitments

Going above and beyond when needed, knowing our actions can make a real difference to those around us

### So we will not...

*Go through the motions and be content with the status quo*

*Be resistant to change and continually push back on new ideas or opportunities*

*Forget that our work makes a real difference in our community*

