

# ACHS Strategic Plan 2022 - 2025

**ACHS**

THE AUSTRALIAN COUNCIL  
ON HEALTHCARE STANDARDS  
Inspiring Excellence in Healthcare



## Our Story

The Australian Council on Healthcare Standards (ACHS) is now into its fifth decade having celebrated its 40th anniversary in 2014. Since its establishment in 1974, the ACHS has continued to be an independent, not-for-profit organisation dedicated to improving the quality of healthcare. Over the past ten years moreover, it has emerged as a global leader in healthcare standards and accreditation and has expanded this expertise into education, training and consultancy services.

Delivering safe and high quality healthcare within the demands and pressures of economic and political landscapes presents many challenges for our members. ACHS will position itself to be able to best support its members to meet those challenges and ensure the safety and quality of care stays as the uppermost priority. The ACHS Strategic Plan 2022-2025 has been developed by the ACHS Board, Council and Executive through analysis, consultation and feedback with input from key stakeholders including consumers, members, staff, health departments, government safety and quality agencies, professional colleges and international societies.

## Our Vision

Inspiring excellence in healthcare

## Our Mission

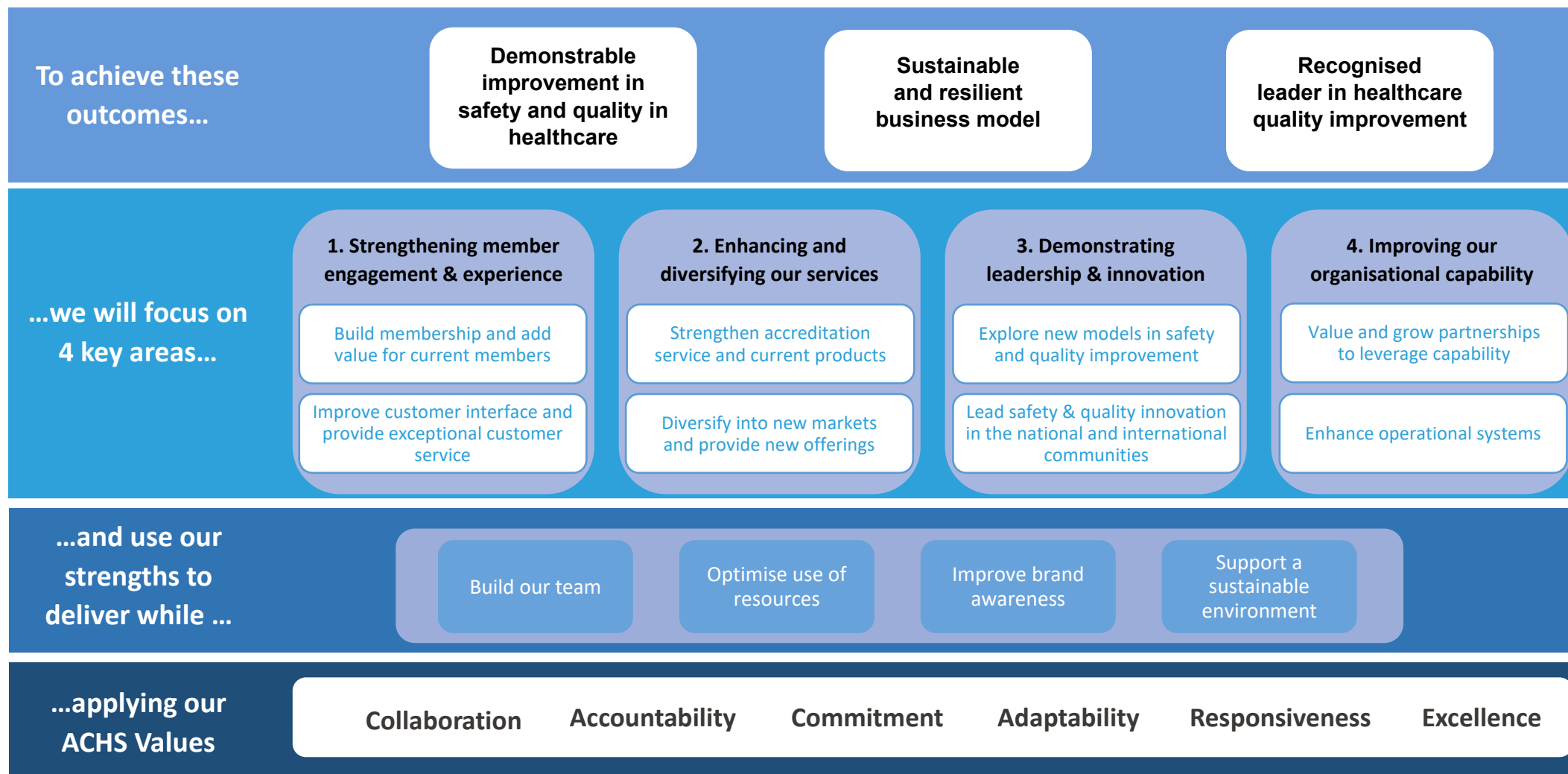
ACHS provides a partnership approach to continuous improvement tailored to the needs of individual services and health systems using its expertise in standards, accreditation, education and training.

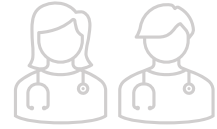
## Our Values





## Strategy Map





# Strategic Plan

## OUTCOMES

- Demonstrable improvement in safety and quality in healthcare
- Sustainable and resilient business model
- Recognised leader in healthcare quality improvement.

These high-level outcomes will be achieved by focusing on four Strategic Areas:

1. Strengthening member engagement and experience
2. Enhancing and diversifying our services
3. Demonstrating leadership and innovation
4. Improving our organisational capability.

Strategic initiatives to support the delivery of these outcomes are outlined in the following pages. The ACHS strategies focussed on 'Strengthening member engagement and experience' and on 'Enhancing and diversifying our services will contribute to improving support for safety and quality in the community and financial sustainability. 'Demonstrating leadership & innovation' is a key strategy for ensuring that we are able to achieve sustained and ongoing growth to attain these outcomes in the long term. 'Improving our organisational capability' strengthens our ability to deliver.





## STRATEGIC AREAS

### 1. Strengthening member engagement & experience

we will strengthen the ACHS through demonstrating value for members and actively growing membership

Strategic objective	Strategic initiatives
Build membership and add value for current members	<ul style="list-style-type: none"><li>• Demonstrate value and improve member services</li><li>• Increase engagement with members beyond accreditation services</li></ul>
Improve customer interface and provide exceptional customer service	<ul style="list-style-type: none"><li>• Improve user-friendly customer service delivery</li><li>• Improve sales and member engagement capabilities</li><li>• Invest in assessor training and maintaining a professional assessor cohort</li></ul>

### 2. Enhancing and diversifying our services

we will enhance our current ACHS offerings, develop new products and services and explore new aligned markets

Strategic objective	Strategic initiatives
Strengthen accreditation services and current products	<ul style="list-style-type: none"><li>• Improve accreditation assessment service to provide better customer service</li><li>• Expand consulting services for health service providers and providers in other sectors</li><li>• Extend education and training offerings, including online products for health service providers and providers in other sectors</li><li>• Strengthen performance data capability and focus on quality and safety measurement systems</li></ul>
Diversify into new markets and provide new offerings	<ul style="list-style-type: none"><li>• Develop new products and services to support growth as a quality improvement organisation beyond compliance model</li><li>• Explore aligned new market opportunities as well as opportunities in emerging models of care</li></ul>



### 3. Demonstrating leadership & innovation

we will show leadership by investigating new approaches to safety and quality improvement and external evaluation in the national and international communities

Strategic objective	Strategic initiative
Explore new models in safety and quality improvement	<ul style="list-style-type: none"><li>Investigate new models and tools for evaluation and advise on systems to improve quality and patient safety</li></ul>
Lead safety & quality innovation in the national and international communities	<ul style="list-style-type: none"><li>Investigate opportunities for innovation and promote ACHS engagement in innovation</li><li>Support and promote quality improvement in international communities through innovative initiatives delivered by ACHS International</li></ul>

### 4. Improving our organisational capability

within ACHS we will ensure we provide excellence in service delivery and work with our key partners to leverage capability

Strategic objective	Strategic initiative
Value and grow partnerships to leverage capability	<ul style="list-style-type: none"><li>Enhance existing partnerships and forge new partnerships aligned to ACHS's strategic plan to extend our service capability</li></ul>
Enhance operational systems	<ul style="list-style-type: none"><li>Implement improved digital delivery systems to support members and organisational success</li></ul>



## USE OUR STRENGTHS

ACHS is a respected organisation with well supported, engaged and skilled staff highly committed to delivering the strategic plan. ACHS resources are allocated and utilised to the maximum benefit for the members and the community.

Strategic objective	Strategic initiative
Build our team	<ul style="list-style-type: none"><li>• Ensure staff team are appropriately skilled, trained and resourced</li></ul>
Optimise use of resources	<ul style="list-style-type: none"><li>• Align resources to the strategic priorities</li></ul>
Improve brand awareness	<ul style="list-style-type: none"><li>• Implement an organisational marketing strategy</li><li>• Enhance internal and external communication processes</li></ul>
Support a sustainable environment	<ul style="list-style-type: none"><li>• Implement strategies to minimise environmental impact of the business</li></ul>