

# SCHN Cardiac Service

**Vision**  
**November 2013**



The Sydney  
**children's**  
Hospitals Network

care, advocacy, research, education

# Vision: SCHN Cardiac Service

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*“Best Cardiac Care – Heart and Mind”*

# Mission: SCHN Cardiac Service

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**Best Cardiac Care is to function in a best practice, evidence based model, and offer excellence in cardiac outcomes for children with heart disease.**

**Best Cardiac Care is to acknowledge the challenges facing families, and in response being committed to providing outstanding psychosocial services to support their emotional health and wellbeing**

**Best Cardiac Care is to offer staff professional and academic achievement through being part of the Service, and pride and a sense of ownership in the Service outcomes.**

**Best Cardiac Care is to meet the communication and responsiveness needs of external agencies and those utilising the Cardiac Service**

# Service Objectives and Outcomes

## Service Objectives

- Apply best practice principles
- Focus on the most effective concentration and use of resources
- Set standards against international benchmarks
- Use evidence based practice
- Integrate documentation, protocols and QA processes consistently
- Develop innovative and translational research
- Ensure clinical and academic development
- Create and fund an effective workforce
- Secure appropriate capital investment for infrastructure

## Service Outcomes


- **Excellence in clinical outcomes for patients** in conjunction with...
- ... Healthy & self-sufficient patients and families through excellence in:
  - Supportive care, including family support
  - Communication
  - Academic translation
  - Staff Professional Development
- SCHN Cardiac Service (Randwick and Westmead) as a single entity
- Resilience in operations
- Buffering from the vagaries of the larger health system which might adversely impact on outcomes

# SCHN Cardiac Service Culture

## Types of behaviours

- Collaborative
- Communicative -- (families, each other & relevant individuals/orgs outside the Service)
- Principal commitment to the Service
- Outward looking
- Forward looking
- Innovation
- Motivated (self and for others)
- Confidence and pride in service
- Evidence-based and resource sensitive
- Seek & create the means to improve service and outcomes
- Productivity beyond day to day clinical obligations
- Integrated academic focus and productivity
- Kindness and compassion

## Cultural characteristics



**Clinical excellence –  
evidence based, best  
practice models and  
outcomes**

**Respect for patients,  
families and each other**

# SCHN Cardiac Service Culture :

## Personnel and desired characteristics

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### Attributes

- Exceptional training & skills
- Intelligent
- Reflective
- Diversity
- Honesty – interpersonal and professional integrity
- Professional generosity
- Ambition (...that enhances self, the Service and colleagues)
- Innovative
- Leadership and administrative capabilities

### Behaviours

- Works in harmony with strategic aims & culture of Service
- Supports colleagues
- Fully engaged - actively enhances the Service
- Applies evidence-based practice day-to-day
- Actively participates in or develop research
- Provides systematic documentation in support of development
- Communicates openly -- able to engage positively with staff and patients / families
- Responsive