



**Where
Care
Matters
Most**

Strategic Plan
2022-2025
Summary



**St Andrew's
Hospital**

Our Values

We Work Together

This means we:

- Prioritise relationships and teamwork
- Share the load
- Value every contribution
- Ask brave questions and seek feedback
- Welcome diversity and treat everyone with respect
- Are accountable and can be counted upon

We Care for Others

This means we:

- Take time to connect
- Listen with compassion
- Put patient's needs at the centre
- Go the extra mile
- Greet and treat everyone with warmth, kindness, and respect
- Consider the health and wellbeing needs of patients and staff alike

We Deliver Excellence

This means we:

- Employ the best
- Aim to exceed expectations
- Learn from mistakes and strive for continuous improvement
- Find opportunities in challenges
- Invest in ongoing growth and learning
- Celebrate and share our successes

Our Key Priorities

1. Achieve outstanding healthcare outcomes through patient-centred care and excellent customer service

2. Ensure a highly engaged and empowered workforce with a positive, team-centred culture and enhanced staff wellbeing

3. Invest in first class infrastructure and systems

4. Maintain the quality of our hospital while growing sustainably

5. Develop stronger partnerships and improved market awareness

Our Purpose

Medical and
surgical
excellence

St Andrew's Hospital

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St Andrews Hospital Inc



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www.stand.org.au

Our Vision

To be the leading private hospital in South Australia, with a supportive culture where relationships matter, teamwork counts, and care exceeds expectations.

“Building upon our strong business foundations, the implementation of this Strategic Plan will ensure St Andrew’s Hospital continues to grow sustainably as South Australia’s leading private hospital, where care exceeds expectations.”

David Whitbread
Chairman