







Ambulance Victoria is a relatively young organisation. It was formed in 2009 to provide statewide ambulance services and over that time, health care has evolved such that Victoria's emergency responders are now part of the broader health system.

fires, floods and a global pandemic, our people have

significant responsibility to adapt and evolve so we can

we asked ourselves, 'what do the next five years look like',



to go over the next five years based on four pillars –

patient
connection

people's
impact

teams and our first responders, work side by side and

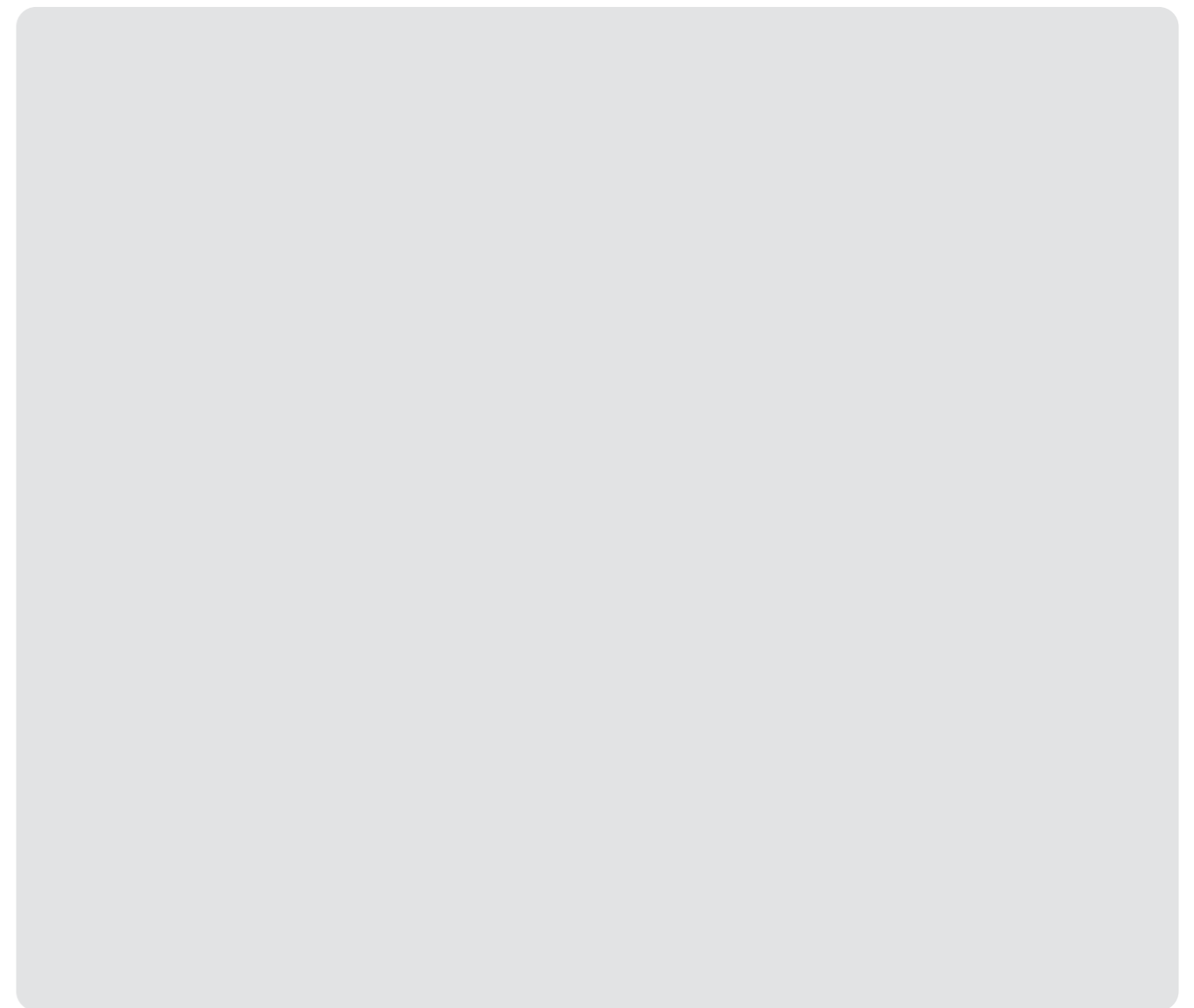
Our learnings have been significant, particularly where

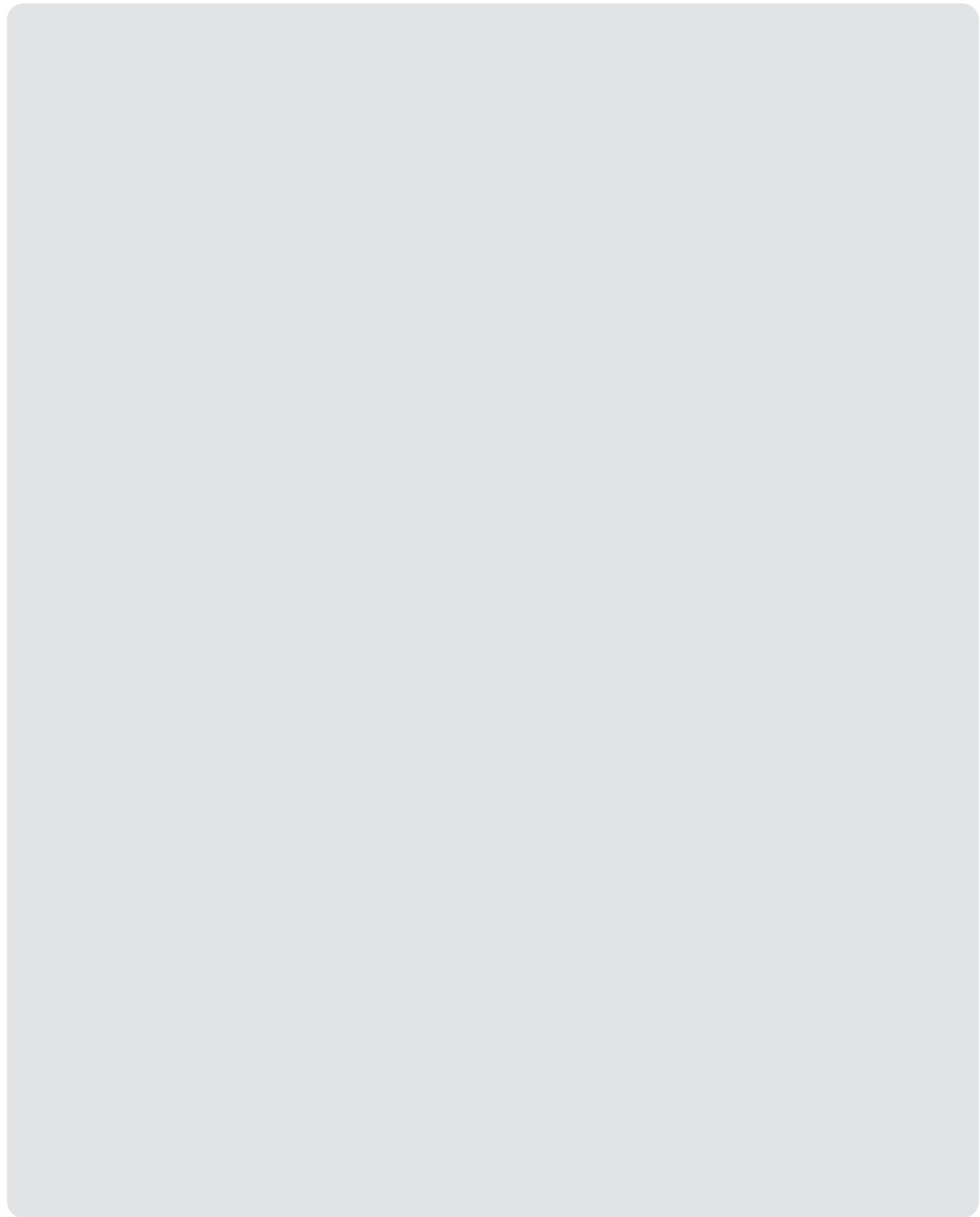


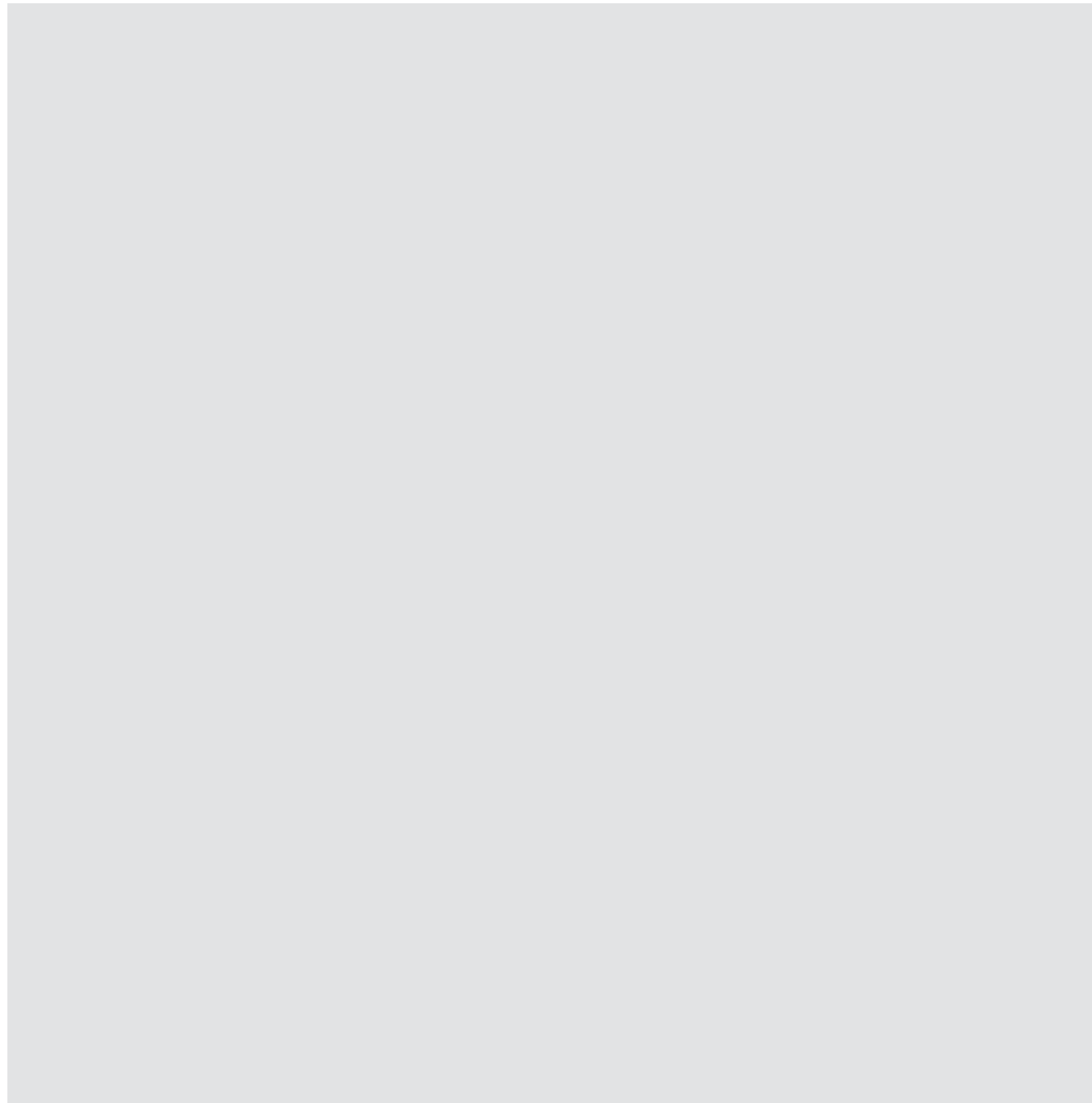


So, we have identified our part to play in realising this

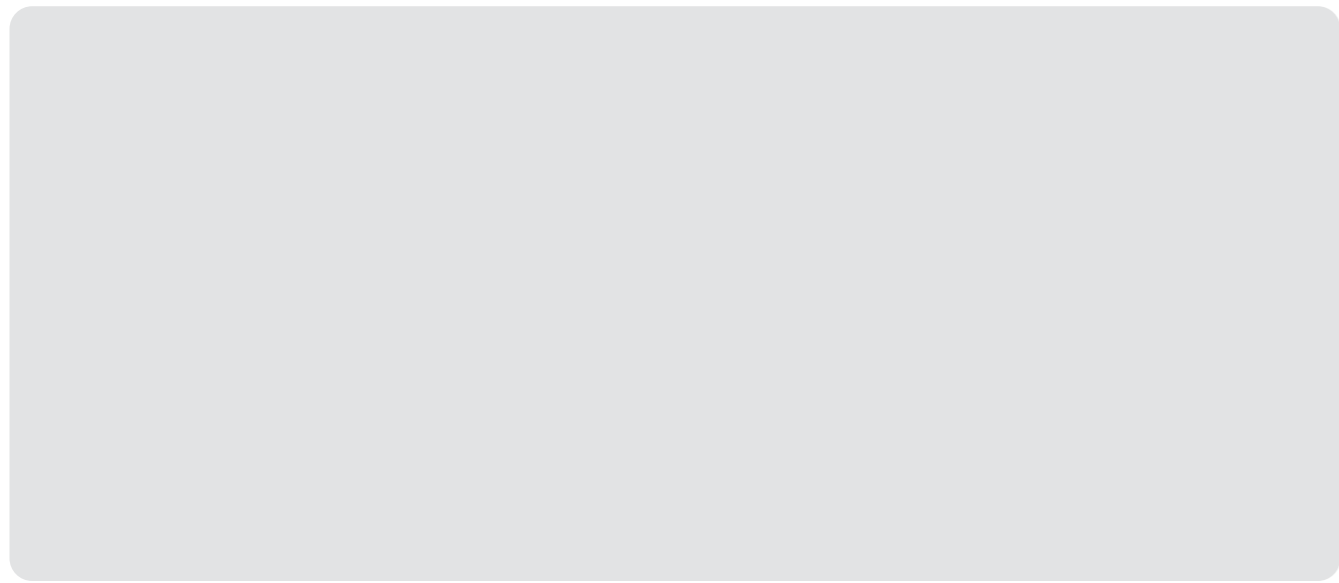
Our purpose is to bring world leading, patient-focused, out of hospital, mobile and emergency health care to the Victorian











Value-based healthcare is an approach which is gaining significant

Specifically, how we improve the quality of care and patient outcomes while reducing

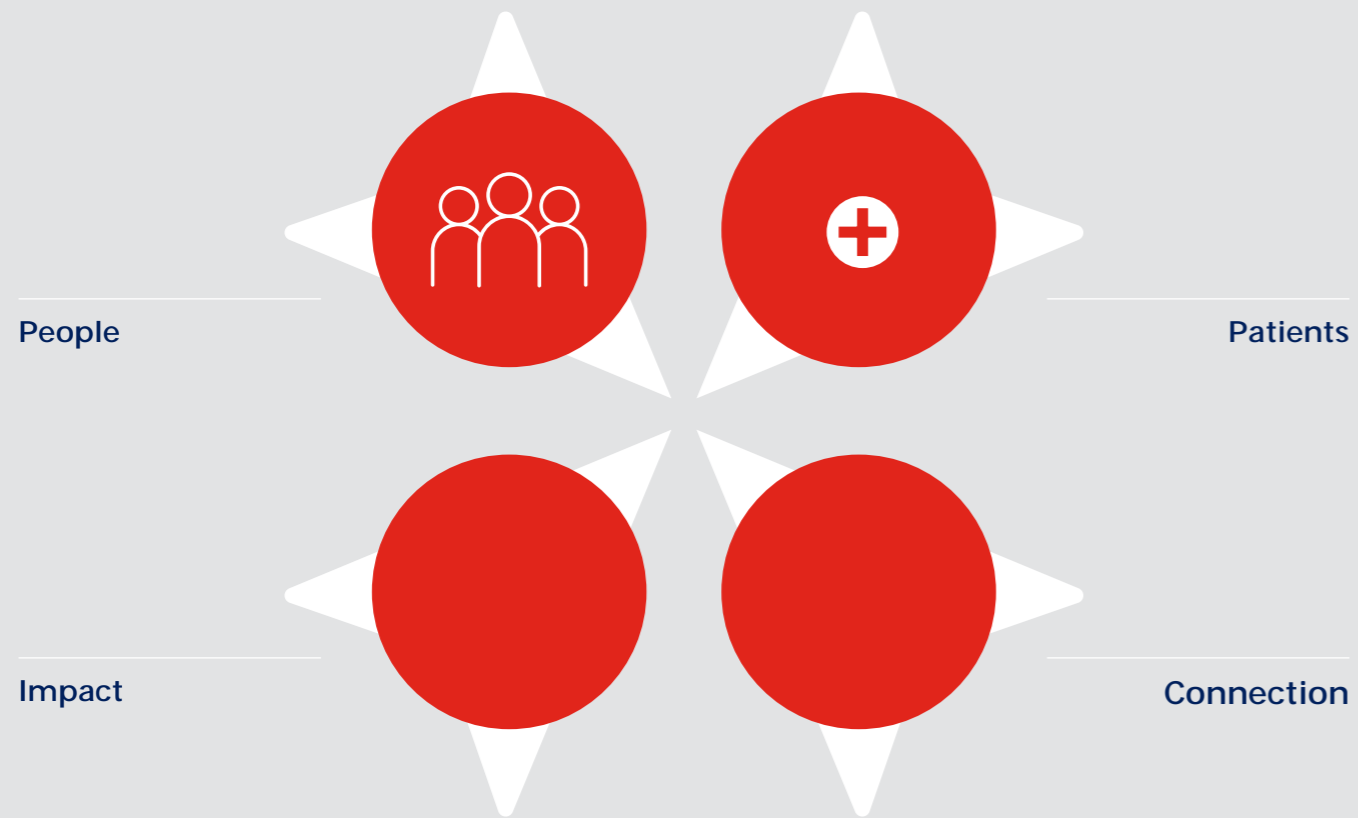


Our strategy defines and details our collective role, impact, goals, targets, priorities, indicators,

Success Statement

- 3. Clarifies what success looks like by breaking down the strategic statement into **Key Outcomes** what the work in each pillar will be over the next five years.

Indicators

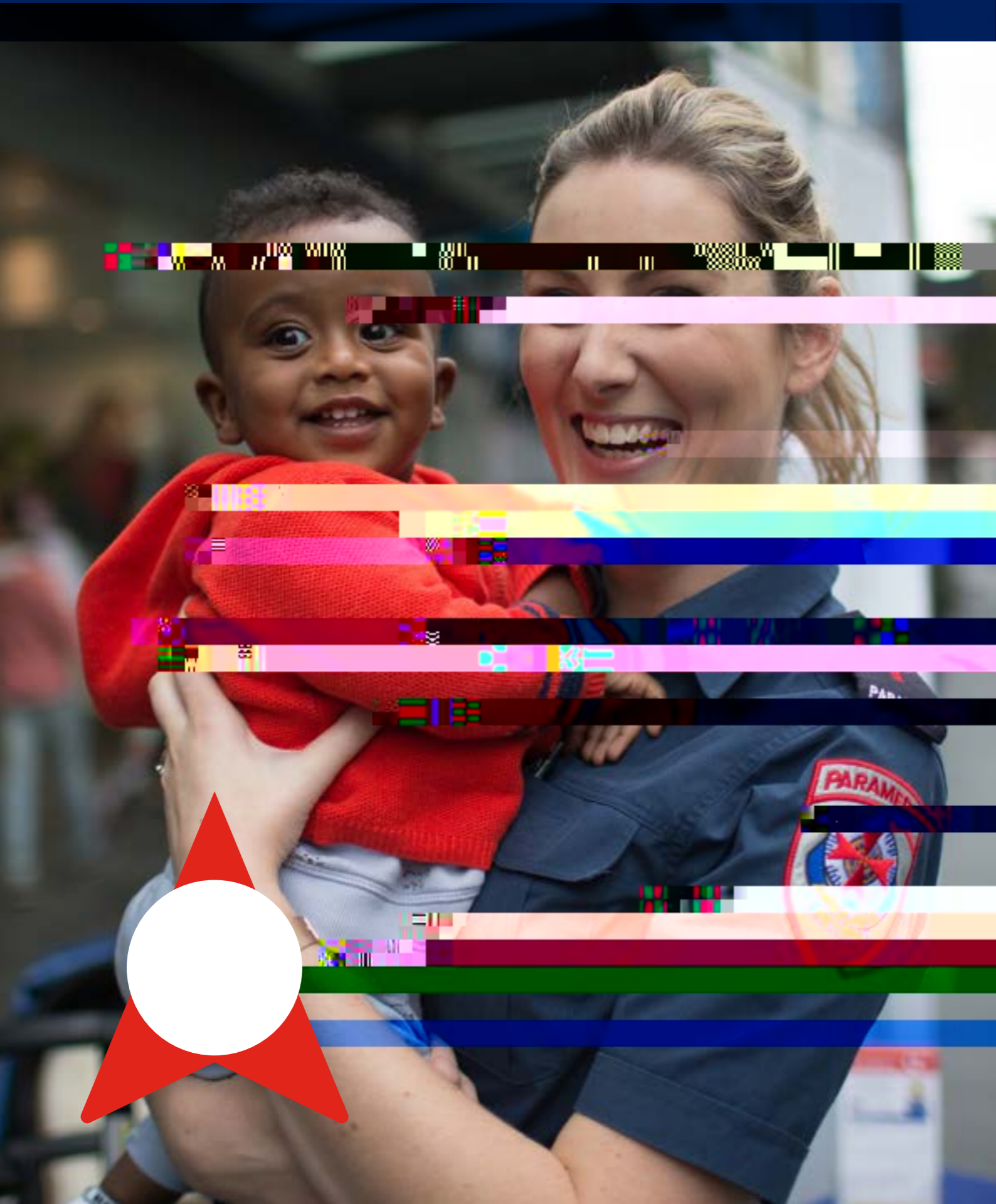


People



By 2028 we will be the most sought-after place to work in our healthcare system.

Patients



By 2028 patients across Victoria will experience world leading mobile and out of hospital emergency care.

	By 2028 ...	Indicators
	and support networks feel confident in our care,	▲ ▲
□	□	

Impact



By 2028 our organisation will be achieving high impact through an effi

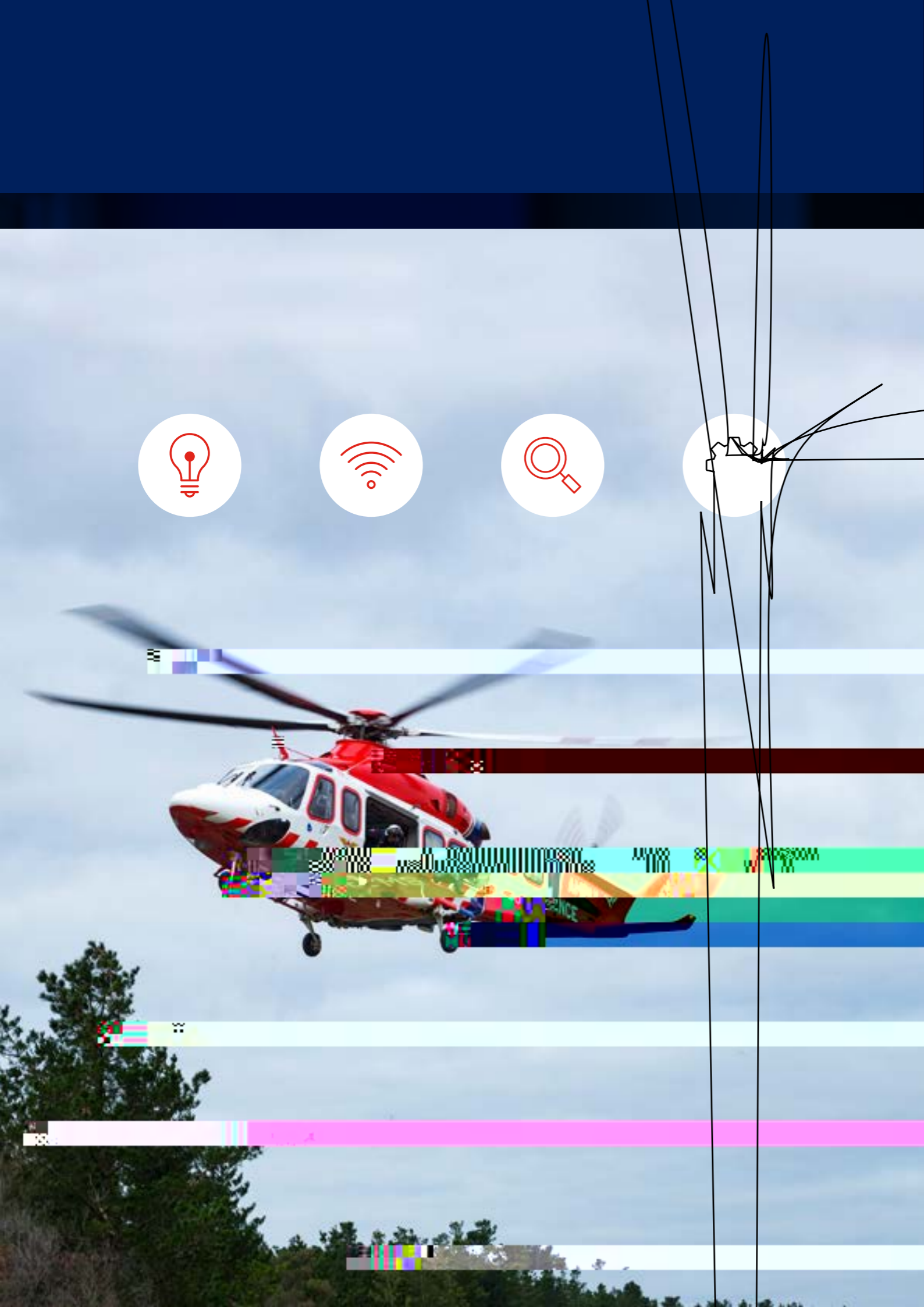
Connection



By 2028 we will be seamlessly connected to each other, our patients, our partners and to the wider healthcare system.

and emergency services. We will influence and advocate for broader system innovation and improvement.

	<p>By 2028 ... We are unified by a common, transparent,</p> <p>efficiency and improved patient outcomes.</p>	<p>Indicators ▲</p>
<p>efficient</p>	<p>By 2028 ...</p>	



efficiency, differentiate from the system, and adapt to changing demands in healthcare.

1. Improving patient care:

3. Differentiation within the healthcare system:

improve our operational efficiency. Involving the use of

4. Adapting to changing demands:

Digital enablement and transformation are strategically vital to improve patient care, enhance operational efficiency, improve communication and collaboration, support innovation, and enable better flow through the entire health

1. Improving patient care:

advancements will provide faster and more efficient

3. Enhancing communication and collaboration:

4. Supporting Innovation:

efficiency. For example, integrated electronic health

artificial intelligence and machine learning can analyse patient care and operational efficiency.

1. Improving patient care:

contributing to research studies, we inform, influence

2. Evidence-based decision making:

3. Advancing knowledge:



The Outcomes Framework defines the key

specific activities and timelines for executing the



