

Chairman's report



In 2017-18 Alfred Health delivered a strong result that carefully balanced timely quality care with expert clinical governance and sound financial management.

During the year we saw continued demand for our services – particularly for our 14 statewide services such as organ transplantation, trauma and burns.

Patient satisfaction and employee engagement remained high.

Operational safety performance was strong with the service continuing to provide timely quality care.

Research breakthroughs helped shape clinical care for the future, with significant breakthrough research during the year as well as the expansion of our neurosciences unit.

And we became a digital health service with the successful implementation of Alfred Health's Electronic Medical Record in November: achieving one of our significant strategic priorities.

Of course there were challenges too, particularly balancing increasing demand and ageing infrastructure.

However, from the Board's perspective, this strong performance matches the expectations that Victorians have of their leading health service.

We are **proud** of Alfred Health, **proud of our staff** and **proud of the contribution** we make to the health and wellbeing of Victorians.

This contribution was recognised at this year's Victorian Public Health care awards where Alfred Health was jointly awarded, along with our colleagues at Peter MacCallum, as the Premier's Large Health Service of the Year. This was the third time we have received this honour in the past ten years.

Michael Gorton,
Board Chair of Alfred Health