

chemo@home

Guiding Philosophy
and
Values Constitution

GUIDING PHILOSOPHY

- Julie Adams, a bohemian free spirit who likes to challenge the status quo in healthcare, and Lorna Cook, a dynamic powerhouse of networking and marketing energy, founded chemo@home in 2013.
- Julie realised the potential and need for home-based chemotherapy back in 1994 when her Dad died. He had emphysema, caused by smoking, which resulted in repeated chest infections during his last few years. There was no such thing as home antibiotic therapy back then, but Julie was lucky enough to work in a hospital as a Cancer Services Pharmacist with wonderful nursing staff who taught her to administer the antibiotics, so her Dad could go home for Christmas. Over the next 6 years Julie researched ways to treat cancer patients undergoing chemotherapy at home, and in 2000 established and went on to manage for 12 years, a home chemotherapy service in the public sector.
- Lorna, a Registered Nurse whose mum died from brain cancer, had experience from establishing the first pre-admission surgical clinic in WA and then went on to develop an understanding of oncology by working in the pharmaceutical sector for over a decade.
- Raising three children each as single parents, and with many common interests, Julie and Lorna became friends. They are the perfect Yin and Yang; each complementing the others personality traits and talents.
- Having gained experience in this highly specialised area, Julie started wondering why more patients couldn't be treated at home. This led her to leave the public hospital sector and with Lorna who was ready for a change after working in the WA Health Department for 2 years, they both remortgaged their homes and chemo@home became a reality.
- As a start-up company, Julie and Lorna felt fortunate that Zelda Haskins and Stacy McGreal, two amazing nurses, chose to leave the security of their previous roles to join chemo@home. It is incredibly humbling that Zelda and Stacy had the confidence and belief in the business potential.
- As a result of the deep understanding of the requirements and also potential roadblocks, Julie and Lorna were able to work with and within the complexities of legislation and regulations, accreditation, Medicare, private health insurance, Pharmaceutical Benefits Scheme and activity-based funding to successfully negotiate for remuneration of the health service.
- Since 2013, the company has gone from strength to strength. Patient referrals in metropolitan Western Australia have continued to increase every year, expansion into metro South Australia has occurred and continued growth into other Australian states and territories as well as rural and regional areas is well underway.
- The amazing achievements of chemo@home have been widely recognised, with the company winning nine business awards, including Julie being named the 2016 Telstra WA Business Women's of the Year. An incredible accomplishment for any business.
- Julie and Lorna are very passionate about the future of chemo@home. With a strong desire to grow the company across Australia and beyond, their aim of providing true patient centred care to cancer and chronic disease patients and their families will be achieved.

GUIDING PHILOSOPHY - VISION

LEADERSHIP

We will build our leadership and mentor people over long periods of time. We will nurture and grow teams of leaders that are integrated with our values. We will look externally to fill key positions when the skills are not in house.

CULTURE

Our culture is strong and resilient and goes beyond any individual or team. We support each other in living our values and actively maintaining and upholding them. We will create a culture where people want to come and work with us.

PEOPLE

We bring our whole selves to work and are always looking for ways to develop and grow both professionally and personally. We place equal value on the alignment of values, character, skills and experience in our company. We aspire to liberate the potential of our people by providing opportunities to excel. We want our people to have a happy life.

FINANCIAL SECURITY

We need to make ourselves financially secure and durable throughout different economic circumstances. We want to be financially resourceful enough to allow us to innovate. Our own financial security means we can provide the best outcomes for all stakeholders.

STAKEHOLDERS

We will work to sustain our relationships with all stakeholders to achieve a win-win outcome. We partner with organisations that are aligned to our culture and values.

OWNERSHIP

We will build a company that will in perpetuity and contribute to the financial security of all involved.

We want to explore opportunities for employee ownership or investment.

ARCHITECTURE

Our design allows us to be agile and flexible to the ever changing demands of the market and gives everyone in our business a clear understanding of the how and why we do things. This architecture maximises efficiency ensuring our organisation is resilient and sustainable for the long term.

PRODUCT

We have a constant focus on the innovation and improvement of our service offering and develop a culture of innovation. We constantly research to stay at the forefront of quality patient care.

OBJECTIVE

To provide our service to as many people as want access to it.

GUIDING PHILOSOPHY - PURPOSE

To provide a safe, high quality specialised community health service which gives the best possible treatment experience for patients & their families through flexible and individualised care.

BE BOLD

OUR MEANING

We look for opportunities, be they internal within our company or external in the broader community, to innovate health service delivery and improve outcomes for all stakeholders. We passionately embrace disruption and look to challenge the status quo, where change is needed for the better good. Being bold means having the courage to take risks, being willing to push boundaries and being accountable for the outcome.

ASK YOURSELF

- Do I get excited by new possibilities and opportunities?
- Am I open to challenging how things are done?
- Am I willing to take educated risks?
- Am I taking risks that I haven't applied due diligence to?
- Do I feel comfortable with the risks?

BE FLEXIBLE

OUR MEANING

- Our work culture is built upon the fundamental philosophy of personal responsibility, including being responsible for the standard and completion of work. We encourage people to be adaptable, not rigid, within their roles at work as well as flexible in the completion of their day-to-day activities.
- We believe that work is one of the many integral aspects of life. So, when you are faced with challenges in other parts of your life (family, health etc.), we would like to support you through them. We recognise that it is difficult to apply oneself to work when challenged with difficult events.
- The following are examples where we will support on a day-to-day basis flexible work arrangements for our employees:
- E-commuting (working from home), when appropriate
- Attending school functions and flexibility with your life style
- As a health service we are also flexible in both our business practises and in how we provide care to our patients and their families. This flexibility allows us to be responsive to the needs of all our stakeholders.

ASK YOURSELF

- Am I prepared to pitch in and help my colleagues out?
- Do I manage my work in a professional manner i.e. completing what needs to be done to a high standard?
- Do I feel comfortable about attending to personal matters, when time allows?
- Am I proud that I get to be there for my family at important times?
- Am I willing to go the "extra mile"?

TAKE CARE

OUR MEANING

- We encourage and support our employees to take care:
 - of themselves
 - of our patients
 - of their colleagues
- We do this by giving people our time, compassion and kindness. We actively look for the good in others. We realise everyone's experiences are unique and we will not pass judgement, rather we will listen and support.
- We acknowledge that everyone should feel free to find someone to vent to (within chemo@home) so that they can deal with their frustration. Communication (verbal or written) should always be directed at the problem not the person. We will always treat all people with respect, and never use intimidating or aggressive language or actions.
- Our company is our work home. As such, we will all take personal responsibility for the quality of our work and the reputation and financial success of the company.

ASK YOURSELF

- Do I take time and make the effort to understand other peoples experiences and circumstances, without passing judgment?
- Am I aware of my own prejudices and preconceived ideas and how they affect my actions and responses
- Do I have someone I feel comfortable venting with when faced with a highly frustrating situation?
- Do I take responsibility for my actions?

FOSTER REALTIONSHIPS

OUR MEANING

Developing and maintaining positive relationships is central to the success of our company. We are authentic, genuine and honest in our relationships as this builds trust in us and our company. We support all individuals and foster relationships in a way that allows people to reach their full potential while working for the common good of all. We encourage active listening, sharing and collaborative decision-making to develop respectful, open and robust relationships.

ASK YOURSELF

- Do my actions help to build and enhance positive relationships?
- Am I being authentic and honest with people?
- Do we allow for diversity of opinion and continue to work collaboratively with others?
- Is my intent to create community or is it to position myself?
- Did I keep my word? If I said I'd do something, did I do it?

BE PROFESSIONAL

OUR MEANING

- We strive for excellence in all that we do, and our reputation as leaders in the field means we all must continually learn, improve and evaluate our contribution.
- In being consistent, honest and acting with integrity, we will present ourselves authentically. By doing the right thing, and having integrity, we recognise that others are more likely to respect and trust us.
- We take personal accountability for our decisions and actions and how these reflect on the company. We do this by upholding the company's values, having the courage to make difficult decisions and admitting our mistakes.

ASK YOURSELF

- Am I proud of the standard of the work I'm doing?
- What learning, training or mentoring have I undertaken to improve my own work or the work of others?
- Do I let the expectations or opinions of others stop me from doing what I know is right?
- Do I stand by my opinions and decisions?
- Do I admit my mistakes so I can learn from them and do better next time?

BE INNOVATIVE

OUR MEANING

- It is imperative that we understand the changing community expectations for health care delivery as well as the clinical, economic and political landscape of health care so we can be flexible and nimble in providing services which offer real solutions.
- We actively look for opportunities to improve the way health care services are delivered. Innovation is encouraged through lifelong learning, research, feed-back from all stakeholders and the freedom to discuss and try new ideas.
- Be inquisitive and question the way things are done with a child-like curiosity and an open mind.

ASK YOURSELF

- Have I invested time in understanding the issues that affect the delivery of health care?
- Do I look for ways to improve what we are doing?
- Do I encourage and accept feed-back on how to improve?
- Do I feel comfortable contributing new ideas?
- Do I ask why?

BE COMMERCIALY AWARE

OUR MEANING

- We aim to provide high-quality health care services to as many people who would like access to our services as possible. To do this we must be financially successful.
- Through an awareness of health care costs, we offer competitive services and remain commercially viable.
- It is also essential to the resilience in the longer term of our business model to remain financially astute to the effect of funding changes in the health care environment.
- It is important that any financial arrangements or commercial interests we enter into are with people and companies who are aligned with and respect our values.

ASK YOURSELF

- Do you know how much it costs to deliver our services?
- Do you take personal responsibility for looking after the companies resources so there is no unnecessary wastage, breakage or loss?
- Do you understand why it is important to be aware of the commercial aspects of health care delivery?
- Do you build sustainable, healthy and profitable business relationships?