

5 September 2018

Quality & Safety 101

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We are the state's lead agency for improving health quality and safety

Established January 2017 as part of *Targeting Zero* health reforms:

- creating a deliberate separation of quality and safety from other functions of the department
- elevating the importance of quality and safety improvement
- bringing a new, independent-minded approach to driving improvement and innovation

Our aim is outstanding healthcare for all Victorians. Always.

Sentinel event reports

System safety reviews

Performance monitoring

Safety alerts and advisories

Clinical guidance

Advice and support

Patient feedback

Consumer participation

Improvement projects

Innovation partnerships

Capability building

Leadership and governance



Changing how we engage and work with clinicians

Reinvigorated our clinical networks to drive improvements in areas of unwarranted variation

Established new specialist networks for mental health and infection

Developed network plans and projects to improve performance around readmissions, complications, length of stay and mortality

Established the Victorian Clinical Council to advise SCV, the department and the Minister



Focusing on patient experience and participation

Finalising a Partnering in Healthcare framework to guide consumer engagement across all public hospitals

Established the new Patient and Family Council to test SCV and department programs and initiatives

Funding Health Issues Centre to provide training for services and consumers

Trialling patient complaint and feedback methods



Providing best practice guidance and advice

Expanding clinical guidance issued by our clinical networks and Chief Clinical Officers

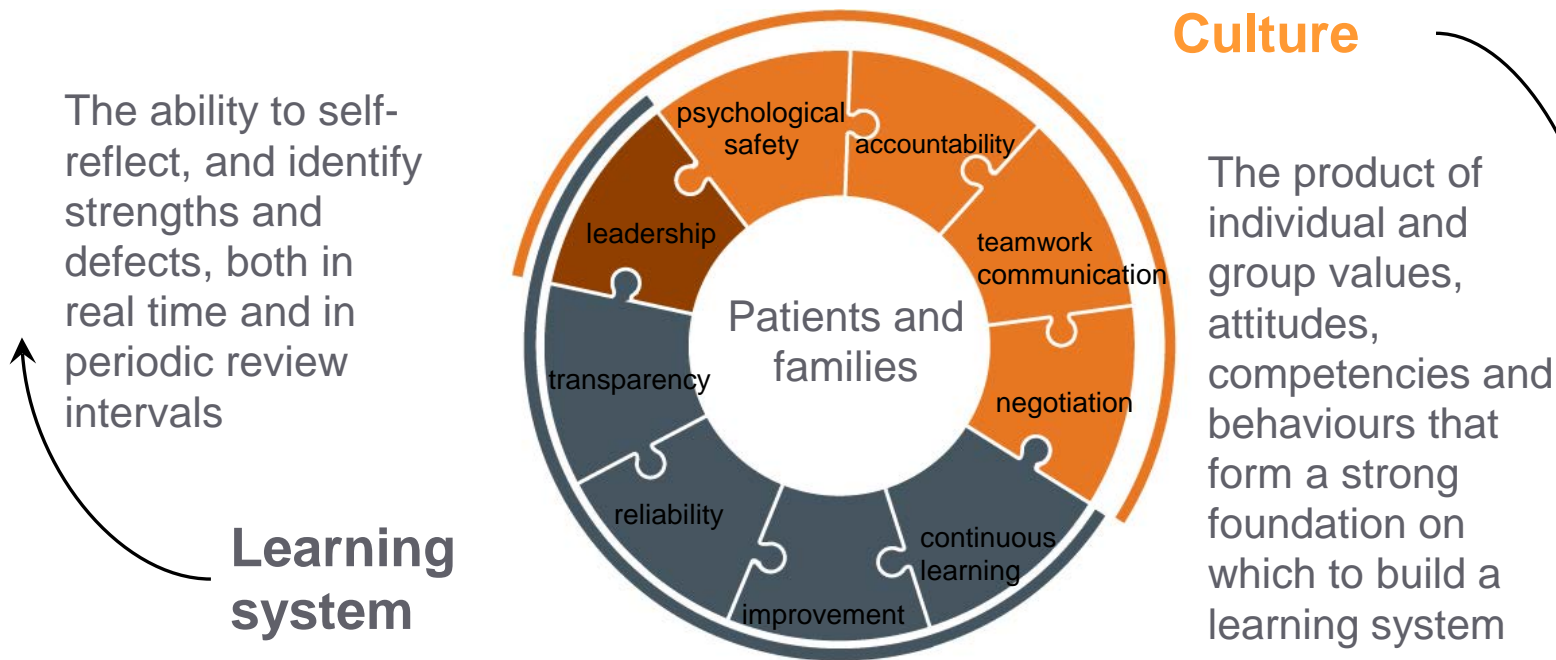
Monitoring performance indicators to inform sector feedback

Developed a clinical governance framework that elevates quality and safety improvement

Supporting the state's three mortality and morbidity councils to disseminate reports and recommendations



IHI Framework for safe, reliable and effective care



Reflection

Was the care I gave today

Safe?

Effective?

Person centred?



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