Victorian Agency for **Health Information**

CORPORATE
PLAN 2018–19

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VICTORIA
State Government

Contents

Message from the CEO

I am delighted to present the 2018–19 Corporate plan for the Victorian Agency for Health Information (VAHI).

The creation of VAHI was a key recommendation of the *Targeting zero*[1] report, following a review into quality and safety assurance within Victoria's hospital system. The recommendation was included in *Better, safer care*[2], the Victorian Government's response to *Targeting zero*, which demonstrated its commitment to health reform.

VAHI was established as an administrative office of the Department of Health and Human Services (the Department) in July 2017. In line with *Targeting zero* and *Better, safer care*, VAHI monitors and reports on public and private services that impact on health, wellbeing, quality and safety in order to stimulate and inform improvements, to increase transparency and accountability, and inform the community.

In October 2017, we launched our 2017–18 Corporate plan. It established VAHI's mission, vision and values, as well as our strategic objectives and enablers for 2017–2019, reflecting the period of our *Statement of Expectations* as set by the Minister for Health. We set out a necessarily ambitious program of work to establish the foundations of the agency. Our inaugural year was both busy and successful, as reflected in our *Year in review 2017–18*.

1   Duckett S, Cuddihy M, Newnham H. Targeting zero: supporting the Victorian hospital system to eliminate avoidable harm and strengthen quality of care. Melbourne; Victorian State Government; 2016.

2   Victorian State Government. Better, safer care: delivering a world-leading healthcare system. Melbourne; Victorian State Government; 2016.

> *The delivery of our plan will not be possible without the dedication and commitment of our staff and advisory committees, and the active involvement of our partners and stakeholders.*

Entering 2018–19, our vision, mission and values remain relevant. We have further clarified our strategic objectives and enablers as we evolve and gain a better understanding of our stakeholders. Our program of work remains ambitious as we continue to strengthen our foundational elements, with priorities for the year ahead including:

- maturing our stakeholder engagement
- reviewing and enhancing our reporting program
- scoping, planning and delivering a number of key reform projects across clinical registries, patient reported outcomes, health incident management systems and healthcare experience surveying
- strengthening governance for our management of information
- supporting the capability and capacity development of our people, stakeholders and partners
- providing technical and thought leadership on data use and governance
- establishing an interactive portal.

By getting these fundamentals in place we will be able to deliver on our important mandate of supporting health services and clinicians to deliver better, safer care for Victorians.

The delivery of our plan will not be possible without the dedication and commitment of our staff and advisory committees, and the active involvement of our partners and stakeholders. These include Victorian public health services, private hospitals, clinicians and clinical networks, the Victorian public, and our colleagues within Safer Care Victoria (SCV) and the Department. Your efforts will drive our future success, and I look forward to working with you over the year ahead.

Dr Lance Emerson
Chief Executive Officer

Our strategy

Our vision

Our vision is that:

- the community is better informed about health services
- health services receive better information to serve their communities to provide better, safer care
- across our system everyone has an accurate picture of where the concerns are and where we're getting it right.

Our mission

Our mission is to stimulate quality and safety improvements, increase transparency, accountability, and inform the community through monitoring and reporting on public and private health and wellbeing services.

Our values

Our values represent who we are, how we behave and what we think is important in our work. We share the same values as the Department and have articulated what those values mean in the context of our work.

Our values	What they mean for VAHI
We have integrity	- We are professional, honest and transparent in our work - Our information is impartial and trustworthy
We are accountable	- We are accountable for the information and analyses we provide - Our work is evidence-based and outcomes-focused
We are innovative	- We do things differently - We value new thinking and perspectives
We collaborate	- We work with and are responsive to our audiences to maximise outcomes - We help each other as colleagues
We are respectful	- We listen and communicate honestly and clearly - We seek to understand others' perspectives, experiences and contributions
We care for people, families and communities	- We support and empower people through our work - We value our colleagues and we develop and support them to be resilient and effective

Our strategic objectives

Our strategic objectives reflect five areas of focus for VAHI to deliver on our strategy.

Objectives 1–3 recognise the important audiences and stakeholders we need to partner with in order to deliver better, safer care. Objective 4 reflects the data leadership role VAHI provides to our stakeholders. Objective 5 focuses on VAHI as a whole, and the importance of our people and processes.

The 2017–18 Corporate plan included an objective 'Produce meaningful and useful information'. This aim is inherent across all of our work and so its purpose, initiatives and outcomes are now reflected within other objectives.

The following section covers each objective in detail. It presents the outcomes we seek and the program of work we have set to deliver on them.

Focus	Objective
Health service	Support the strengthening of quality and safety improvements within the Victorian health system
Clinician	Inform, stimulate and drive clinical improvements in quality, safety and patient outcomes
Victorian public	Provide Victorians with an accurate picture about health services in their local area and across Victoria
Data leadership	Support improvement in the quality of information, its production and broad use
Governance and management	Develop a trusted, respected and influential agency

Our strategic enablers

Stakeholder engagement

VAHI understands that it is a member of a complex network of stakeholders in the health sector, and that many stakeholders will rely on us for trusted and accurate performance information. Additionally, VAHI will rely on our stakeholders and partners in the successful delivery of our ambitious corporate plan. Accordingly, strong approaches to engagement and consultation with key stakeholders and audiences are critical to strengthening VAHI's impact on health and healthcare in Victoria.

Policy, processes and systems

As an agency that manages and releases sensitive information and supports transparency, it is critical that we get our policies, processes and systems right. Engagement with our stakeholders will inform the development of these policies, processes and systems and ensure that they are robust and fit for purpose.

Data and information

Data and information is at the core of VAHI's purpose and its accuracy, reliability and quality is of utmost importance. The information we provide to our audiences and stakeholders must be relevant to them to meet their needs.

People, culture and capability

VAHI's greatest assets are its staff and culture. We will focus on people, capability and leadership enablers and continue to build our workforce. Where possible, we will look to partner with other bodies to help build the capability and capacity of our stakeholders, partners and audiences.

Governance and advice

Effective and efficient governance and advice will underpin our other enablers. We have developed a suite of governance mechanisms and advisory bodies, which will continue to be reviewed and strengthened.

Our strategic enablers are interrelated. They inform and underpin each other.

Data and information

Stakeholder engagement

Policy, processes and systems

People, culture and capability

Governance and advice

Our plan

Our plan is our program of work and describes the activities VAHI will commence or continue over 2018–19 that will contribute to the successful delivery of our strategy. It has been structured to include major projects as well as a wider program of initiatives. Some pieces of work, both major projects and initiatives, will deliver to multiple objectives.

Major projects are the large and fundamental pieces of work that are critical in the delivery of our strategy. They are at differing stages of maturity, and include the following:

- Design and build an interactive data portal.
- Implement the Victorian Clinical Quality Registry (CQR) strategy.
- Finalise development and pilot the new Victorian Health Incident Management System (VHIMS) strategy.
- Design and build a VAHI Information Management Environment (VIME).
- Further scope and pilot the Patient Reported Outcomes (PROs) collection strategy.
- Work with SCV, the Department and external experts to continue reforms of the Victorian Healthcare Experience Survey (VHES) program.
- Scope the expansion of health related data within VAHI's reporting program.
- Contribute to broader Victorian government progress on quality and safety improvement.

Our wider program of initiatives includes both projects and operational activity that are aligned to VAHI's strategic enablers. As our enablers are at various degrees of maturity and have differing relevance to each objective, not all will be represented across each objective.

VAHI is also focusing on developing relevant measures of success across each of our objectives. A priority will be to establish baseline metrics for each objective during the plan period.

Objective 1:

Support the strengthening of quality and safety improvements within the Victorian health system

Health service focus

Improving quality and safety in health services requires strong oversight across the health system. VAHI provides Victorian public health service CEOs and boards with trusted, timely and accurate information to better enable them to fulfil their governance and oversight roles and responsibilities. Our aim is that CEOs and boards find the information meaningful and can use it to improve the effectiveness, efficiency and sustainability of health services.

Outcomes we seek:

- Our audiences have trusted, timely and accurate information to better enable them to fulfil their governance and oversight roles and responsibilities.
- Our audiences find VAHI's information meaningful and use it to improve the effectiveness, efficiency and sustainability of Victorian public health services.
- Victorian public health services and private hospitals are better prepared to use their data and interpret information about where they are getting it right and where improvements are needed.
- VAHI is engaged with audiences to ensure our reports meet their needs and are meaningful and useful to them.
- Information produced by VAHI is trusted, accurate, timely and fit for purpose.

Major project:

- Design and build an interactive data portal for Victorian public health services and clinical audiences to access quality and safety information. Provide appropriate training with assistance from SCV.

Wider program of initiatives:

Our enablers in action	Initiatives
Stakeholder engagement	• Consult with Victorian public health services on our reporting program to gain their input and ensure reports are relevant and timely for our audiences. • Survey Victorian public health service and Victorian private hospital users of our products to assess the perception of VAHI and relevance of our reporting products. • Develop and implement our stakeholder engagement strategy with Victorian public health services and Victorian private health services.
Policy, processes and systems	• Implement the findings of the VAHI reporting program consultation to improve the reporting of quality and safety measures.
Data and information	• Develop, launch and deliver the 2018–19 reporting program (presently including *Monitor*, *Inspire*, *Board safety and quality report* and *PRISM*). • Progress towards a shared agreement (memorandum of understanding) on the use of information VAHI provides to Victorian public health services to drive improvements in quality and safety. • Collaborate with SCV and Victorian public health services and private hospitals to develop strategies and action responses to quality and safety measures produced by VAHI.
People, culture and capability	• Contribute to system-wide capacity and capability building, including analytics and modelling, for the Victorian public health service workforce and board members to drive improvements in quality, safety and performance. Partner with relevant academic and tertiary institutions to help drive this capacity and capability development.
Governance and advice	• Continue to run the Board Reports Advisory Committee. Monitor its effectiveness and improve where required. • Develop an evaluation framework to measure VAHI's longer term impact on improvements in quality and safety.

Objective 2:

Inform, stimulate and drive clinical improvements in quality, safety and patient outcomes

Clinician focus

Trusted, timely and accurate information on health service quality and safety performance can be used to stimulate and drive improvements in care. VAHI aims to help clinicians to be better prepared to use available data and interpret information about where they are getting it right and where improvements are needed through identifying clinical variation and relevant benchmark performance.

Outcomes we seek:

- Our audiences have trusted, timely and accurate information to better enable them to stimulate and drive improvements in care.
- Our audiences find VAHI's information about clinical variation, client outcomes and patient journeys meaningful and useful.
- Reports highlight clinical variation and benchmark performance so that our audiences can identify where health services are getting it right and where they need to improve.

Major projects:

- Implement the Victorian Clinical Quality Registry (CQR) strategy.
- Further scope and pilot the Patient Reported Outcomes (PROs) collection strategy.
- Finalise development and pilot the new Victorian Health Incident Management System (VHIMS) strategy, and provide statewide reporting to drive quality and safety improvements.

Wider program of initiatives:

Our enablers in action	Initiatives
Stakeholder engagement	• Consult with clinicians and clinical groups on our reporting program to gain their input and ensure reports are relevant and timely for our audiences. • Survey the clinical users of our products to assess the perception of VAHI and impact of our reporting products. • Develop and implement our stakeholder engagement strategy with clinicians and clinical groups, including engagement through clinical networks and the Victorian Clinical Council as appropriate.
Policy, processes and systems	• Work with SCV to identify and report on clinically relevant benchmarks for quality and safety measures. • Collaborate with SCV, clinicians and clinical networks to develop strategies and action responses to quality and safety indicators produced by VAHI. • Establish a transparent process of selecting the clinical areas that are a high priority for monitoring and reporting.
Data and information	• Develop, launch and deliver the 2019 *Inspire* reporting program, including regular and special/bespoke issues on selected clinical areas identified as a high priority for monitoring and reporting. • Develop and pilot a performance reporting stream of work for private health services. • Continue to enhance the collection of worker and patient incidents.
Governance and advice	• Continue to run existing VAHI clinical reporting committees. Monitor, improve where required and consider whether additional committees are needed.

Objective 3:

Provide Victorians with an accurate picture about health services in their local area and across Victoria

Victorian public focus

Victoria's health service providers should be transparent and accountable to the general public. VAHI aims for all Victorians to have easy access to trusted, accurate and meaningful information about health services in their area.

Outcomes we seek:

- Victorians can readily access trusted, accurate and meaningful information about health service organisations in their local area.
- VAHI understands what information Victorians need about their health service organisations and responds appropriately.
- Victorians have improved trust in health services through increased transparency and accountability.
- Victoria's health services have improved performance driven by increased transparency and accountability.

Major project:

- Work with SCV, the Department and external experts to continue reforms of the Victorian Healthcare Experience Survey (VHES) program.

Wider program of initiatives:

Our enablers in action	Initiatives
Stakeholder engagement	• Establish a process to consult with the public on their information and reporting needs. • Develop and implement our stakeholder engagement strategy with the Victorian public. • Survey Victorians on their perception of health service transparency.
Data and information	• Launch online, interactive products for the public. • Develop, launch and deliver the 2019 public reporting program to inform the public and stakeholders on VAHI's products, their content and purpose. • Provide trusted and accurate performance information to Victorian Government and Commonwealth Government departments and agencies to support efforts to improve transparency and accountability.
Governance and advice	• Review existing VAHI committees to ensure there is sufficient public and consumer representation. If required, scope and establish an advisory group to represent the public.

Support improvement in the quality of information, its production and broad use

Data leadership focus

Data is at the heart of all of VAHI's work. We transform data into trusted, accurate and useful information that can be used to drive improvements. VAHI works to ensure that the data we collect and use is complete and accurate, protected from unauthorised access, and available when needed. We want data on safety and surveillance to be easy to collect and share across the health system and with the public. We recognise the considerable expertise of our external partners in data analysis, quality and coding, and will engage with them to appropriately leverage this expertise.

Outcomes we seek:

- Data collected and used by VAHI and health services is complete, accurate, and constantly improving.
- Data on safety and surveillance is easy to collect and accurate.
- Data is managed as an asset to ensure it is protected from unauthorised access, available when needed and shared as required.
- The Department is supported in its work to improve the quality of its health information, and the production and use of this information.
- Health services, the public, researchers and businesses have improved access to better data that can be used to inform, stimulate and drive improvements in health services.
- Data is transformed into trusted, accurate, meaningful and useful information.

Major projects:

- Design and build the VAHI Information Management Environment (VIME), which will ultimately host all data used by VAHI.
- Scope the expansion of health related data within VAHI's reporting program.

Wider program of initiatives:

Our enablers in action	Initiatives
Stakeholder engagement	• Advise the Department, SCV and health services on effective data management, analysis and utilisation methodology. Support the implementation of best practice information management processes to improve health information management.
	• Support the Department in the provision of relevant effectiveness data for finance and quality improvement reforms.
	• Survey key stakeholders to evaluate the impact of VAHI's work on the Department.

Our enablers in action	Initiatives
Policy, processes and systems	**Strengthen quality assurance and data integrity** • Design and deliver a reliable performance information production process. • Implement the Health Data Integrity program with a targeted approach based on data analytics and risk assessments to monitor and support improvements in health data integrity across health services. **Improved data model** • Develop the common data model to inform the VIME project and support the development of interactive reporting products. **Specifications, coding and classification** • Develop and publish industry-standard specifications and methodologies for performance measures so others can replicate and build on VAHI's work. • Develop standards of data quality for our audiences to adopt to strengthen health improvements and management of data. • Continue to support state improvements to coding and classification through the Victorian International Classification of Diseases (ICD) Coding Committee (VICC) and the Health Classifications Advisory Committee and contribute to the national development of classifications through representation at national committees. **Researcher use of data** • Establish policies and procedures to rapidly increase access to data among researchers and those undertaking quality improvement so that it can be used to drive improvements in health services.
Data and information	• Plan for the broader liberalisation of data, including contributing to a health research agenda with the Department and SCV. • Work with the Department to support the development of a data linkage strategy. • Support the implementation of value-based healthcare and broader reforms, particularly as they relate to data and its use. • Provide support to VAHI stakeholders in better understanding data, including its use in policy and management. • Develop a plan to utilise advanced analytics (including predictive analytics), along with building capability and capacity in this field.
People, culture and capability	• Develop and deliver a strategy through a needs based approach to improve capability and capacity for end users of the information VAHI provides.
Governance and advice	• Implement VAHI's approach to data governance and its policies and procedures regarding access, use and disclosure to ensure ongoing legislative compliance and best practice (Information Management Framework). • Continue to run existing data and information governance committees. Monitor, improve where required, and consider whether additional committees are needed.

Objective 5:

Develop a trusted, respected and influential agency

Governance and management focus

For VAHI to work effectively, we need to be seen as a trusted source of meaningful and useful information. VAHI is building the key infrastructure, positive workforce culture and strong stakeholder relationships that will allow us to deliver on our vision.

Outcomes we seek:

- VAHI is known and respected as a trusted leader and influential source of accurate, meaningful and useful information and is recognised for its work.

- VAHI has highly effective leadership and management.

- Staff are well-supported, engaged and proud of their work.

- VAHI appropriately manages risk and complies with legislation.

- VAHI and its stakeholders are in purposeful, open communication.

Major project:

- Contribute to broader Victorian government progress for quality and safety improvement.

Wider program of initiatives:

Our enablers in action	Initiatives
Stakeholder engagement	**Across a wider audience** • Develop and implement a broad audience strategic communications plan across processes, channels and platforms to support our strategic objectives, informed by our stakeholder engagement strategy. • Develop and maintain strategic partnerships with local, national and relevant international organisations on matters of mutual importance (e.g. new measures, benchmarking, quality assurance initiatives) to further VAHI's purpose. • Continue to ensure that all of our audiences are aware of upcoming reports and best prepared to respond to and use performance information. • Continue to review and enhance VAHI's website. • Hold the VAHI Annual Forum to increase visibility of VAHI's mission in driving better, safer care. **With the Department and SCV** • Continue to participate in relevant committees of both SCV and the Department to ensure VAHI's work plan and information remains meaningful and useful. • Continue to provide advice as part of the annual review of the Department's policy and funding guidelines and performance management framework. Participate, as appropriate, in the Department's governance, advisory and risk management committees.
People, culture and capability	• Develop a strategic workforce plan to ensure VAHI has, and further develops, the required capabilities to deliver on its corporate plan. • Explore and implement further opportunities to develop our people's capability and capacity in data management, analytics, modelling and other necessary skills. • Continue to build a positive and productive organisational culture through a strong focus on recruiting high quality talent, leadership and staff development, while ensuring adherence to VAHI's mission, vision and values. • Continue to participate in relevant state, national and international forums.
Governance and advice	• Continue to develop, review and deliver the following on an annual basis: Annual Report, Corporate Governance Framework, Risk Management Framework, Audit Plan and Business Continuity Plan. • Review VAHI's mission, vision, objectives and program of work within the 2019–20 Corporate Plan in accordance with our revised statement of expectations expected for 2019–21. • Continue to run the Agency Advisory Committee.

Major projects for 2018–19

Projects to be delivered in 2018–19

Design and build an interactive data portal

VAHI will develop an innovative online data portal in response to recommendations in the *Targeting zero* report. The portal will shift VAHI's reporting products from being static, PDF-based reports containing selected measures, to a fully interactive product that audiences can tailor to their own needs.

When fully implemented, the portal will allow authorised users to search for the measures they want, sort, filter and drill through various layers of data. They will be able to interact with historical data to help identify trends, monitor the impact of local and statewide quality and safety improvement initiatives, and make comparisons with similar health services. Information that assists the audience to interpret the data will be available online.

The inclusion of population based data will be considered during the scoping of this project. Delivering the interactive portal will be reliant on the VAHI information management environment (VIME) project, see page 21.

Implement the Victorian Clinical Quality Registry (CQR) strategy

A CQR collects data on a specific clinical condition, episode of care or procedure to monitor the quality of care and identify variations in clinical outcomes. CQRs use data collected to identify benchmarks. The data is fed back to clinicians to inform clinical practice and decision making. This clinical outcome feedback loop helps to drive improvements in healthcare quality and value.

The Victorian CQR strategy consultation was finalised in November 2017 following an independent review by VAHI into the current state of Victorian clinical registries. The registries were assessed on their potential to have an impact on clinical quality and safety and how well the registry has achieved this potential. This assessment can also be used to guide future Victorian Government investments in the registries.

Work in 2018–19 will focus on:

- finalising the strategy for broader dissemination
- developing registries to improve their impact on quality and safety
- preparing a proposed investment approach aligned with the national CQR policy direction
- working with the registry sector to develop data governance arrangements for registry data.

Finalise development and pilot the new Victorian Health Incident Management System (VHIMS) strategy

The Victorian Health Incident Management System (VHIMS) collects data on incidents, near misses and hazards as they occur across Victorian public health services. It includes data on clinical and occupational health and safety incidents, as well as feedback (complaints, compliments and suggestions). Incidents given a certain level of severity are investigated, which helps drive improvements in safety.

Following a review of the current system and processes, a number of strategies were identified to improve Victoria's approach to collection and reporting of incident and feedback information. Over the medium to longer term, we will:

• implement a new incident and feedback reporting system for small services (VHIMS Central)
• identify vendors to supply a system for other Victorian public health services to use
• co-design with sector representatives a new minimum dataset for incident reporting, reducing the data collection burden and increasing the usefulness of incident data to support statewide reporting.

Design and build VAHI's Information Management Environment (VIME)

VAHI currently receives data from numerous systems and undertakes a variety of disparate processes to store, transform, analyse and report on the data.

VIME will provide the foundational information management and production environment for VAHI enabling sophisticated data storage, data processing, data and coding quality assurance, and analytics capabilities. Once fully implemented, VIME will provide a single trusted source of data used by VAHI, which will be integrated from multiple data sources.

VIME will support improved consistency of information management and use across the Department, SCV and VAHI and will support enhanced data visualisations available in the portal.

Other benefits include improved timeliness of data releases through automated processes and improved data quality controls as well as eventual retirement of legacy reporting solutions.

Role-based access controls will be established, governed by the VAHI Information Management Framework.

Projects to be scoped and planned in 2018–19

Further scope and pilot the Patient Reported Outcomes (PROs) collection strategy

Patient Reported Outcomes (PROs) are data obtained from questionnaires completed by patients about their health-related quality of life. PROs can be used to measure the quality of life gain associated with a treatment or management of a disease. Insights can drive reducing unplanned re-admissions, reducing unwarranted clinical variation, improving appropriateness of care and integrating care to reduce avoidable admissions and improving patient outcomes.

Consultations indicated that there are a number of PROs collection processes currently underway in Victoria, each of which differs in their objectives and maturity. A collection strategy will be piloted with the long-term goal of moving PROs collection towards a more efficient and coordinated approach across the system.

It is proposed that the pilot comprises two components in the near term:

- A 'bottom-up' collection of PROs from existing registries and, where appropriate, hospital-based collections that have a capacity to collect and report PROs data relatively quickly and at low cost.
- A 'top-down' collection of PROs that uses the Victorian healthcare experience survey (VHES). An option would be to focus on a population sub-group with complex and chronic healthcare needs to target avoidable admissions.

Work with SCV, the Department and external experts to continue reforms of the Victorian Healthcare Experience Survey (VHES) program

The Victorian Healthcare Experience Survey (VHES) program collects patient experience information from recent users of Victorian public health services with the aim of measuring and monitoring patient experience to support a patient-centred care approach to healthcare delivery. VAHI has had responsibility for the VHES program since 2017. VAHI and SCV work in collaboration to enhance patient-centred care. SCV uses the rich information gained through VHES to inform their work with health services to drive improvements in the provision of care.

The program presently captures information through ongoing patient surveys and annual patient surveys. Ongoing surveys are conducted throughout the year for adult and paediatric in-patient and emergency department patients, and maternity patients. In addition, surveys for specialist clinics, ambulance services and community health services and palliative care services are conducted over a specified period once a year.

VAHI has renewed the contract with the existing survey administrator to June 2019 with the option of an additional year. This extension will enable us to complete work to inform the future statewide tender. This work will include:

- a revision of existing survey instruments.
- an examination as to how Patient Reported Outcomes (PROs) can be included into the existing suite of VHES products.

- an assessment of whether a single platform can be used to collect all patient survey information (including PROs) through the VHES program post-discharge and real-time patient experience data collected by Victorian public health services. This approach could enhance patient-centred care as it would allow for a more streamlined data collection approach.

VAHI have also recently commissioned two reviews that will inform improvement to patient experience data collection in the future:

- The Local and Small Rural Health Services Review will examine some of the factors that impact the collection and reporting of patient experience data, specifically from local and small rural health services. Alternative models of collection and reporting will be developed and tested with local and small rural health services and consumer group representatives.

- The Victorian Health Services Patient Experience Program Review and Environmental Scan will examine Australian and international approaches to collecting patient experience data and information. The review will consider the merits of using real-time versus post-discharge methods of collection for patient experience data.

Scope the expansion of health related data within VAHI's reporting program

VAHI's mandate and focus during our inaugural year of operation has been the reporting of health quality and safety data and information. There is increasing appetite from our stakeholders and partners to include data on a range of additional factors related to health and wellbeing into VAHI's reporting program. This includes primary health, community health, social inclusion, health and human services utilisation, aged care and access data, as well equity data and measures.

During 2018–19, VAHI will commence scoping measures and reports which could be included with our reporting program, and instigate planning for their implementation post this period. This scoping will occur in consultation with our stakeholders and partners, and will include evaluation of availability, accessibility and reliability of data, with implementation based on data quality, needs and resourcing.

The successful delivery of foundational activity within the 2018–19 corporate plan, including the Portal and VIME projects and the common data model initiative, will be critical enablers in this project.

Contribute to broader Victorian government progress for quality and safety improvement

A strong, shared culture of quality and safety improvement by health services, clinicians and the public as well as VAHI, SCV and the Department is necessary for the Victorian health system to deliver better, safer care. VAHI, in conjunction with SCV and the Department, share responsibility in working with stakeholders to help build this culture of excellence through thought leadership, training and capability improvements.

To help build this shared culture, it is essential that data and information meets the needs of stakeholders. VAHI's role includes ensuring we are providing the right information at the right time, and improving the capabilities and understanding of the use of data in quality improvement by our audiences. This intent is inherent across many of our initiatives.