

To improve healthcare across Victoria so it is safer, more effective and person-centred by 30 June 2023



LEADERSHIP

PARTNERSHIP AND PLANNING

MONITORING

IMPROVEMENT

AMBITION

- Partner with leaders to improve quality and safety
- Build leadership capability at all levels of the health system
- Promote and support the strengthening of organisational cultures in our response functions
- Be a trusted partner in quality and safety
- Engage purposefully to achieve improved care
- Apply a whole of SCV approach for consistency
- Transform how we collect, monitor, integrate, analyse and share data and information
- Identify and learn from variation
- Be both proactive and responsive to system and service vulnerabilities
- Lead major improvement programs
- Build knowledge and skills to deliver quality improvement
- Advise and coach teams and individuals to design and deliver improvement

STRATEGIC DRIVERS

- System-wide learning and sharing of leadership excellence
- Opportunities to strengthen leadership and clinical governance
- Culture as an important part of our safety response
- Use insights from our partners, together with system data, to prioritise and deliver our work
- Develop core quality and safety building blocks
- Share the impact and lessons from our work
- Inform the design of infrastructure that is needed for accessible quality and safety information
- Monitor system information
- Ensure responses to system insights are consistent, supportive and appropriately tailored
- Drive targeted improvement initiatives with measurable outcomes
- Build a network of improvement experts
- Provide improvement science resources and advice to influence a culture of improvement

MEASURES

- Satisfaction indicators from those we engage
- Outcomes of clinical governance and leadership training
- People Matter survey results (cultural domains)
- Victorian health experience survey (VHES)
- Satisfaction indicators from those we engage
- Reach and range of those who partner with us
- Quality and outcomes of our improvement initiatives
- Use of our guidance and resources
- Utility and accessibility of our information
- Satisfaction indicators from those we engage
- Ability to monitor our improvement initiatives against quality and safety risks
- Outcomes of improvement initiatives
- Satisfaction indicators from those we engage
- Reach of our SCV faculty, improvement coaches and advisers
- Use and accessibility of our improvement resources