

# Annual plan 2021-22



## Our vision

Outstanding healthcare for all Victorians. Always.

## Our strategic aim 2020-23

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

## Our strategic priorities



### Leadership

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



### Partnership and planning

Be a trusted partner in quality and safety

Engage purposefully to achieve improved care

Apply a whole of SCV approach for consistency



### Monitoring

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



### Improvement

Lead major improvement programs

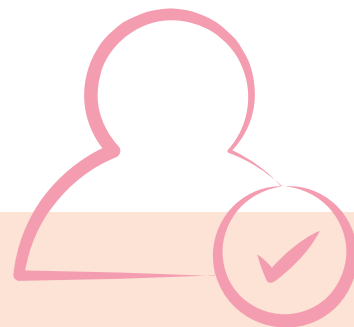
Build knowledge and skills to deliver quality improvement

Advise and coach teams and individuals to design and deliver improvement

## Our values

- Challenge the norm
- One team
- Accept nothing less than excellence
- Bring your whole self
- Tell it like it is

# Leadership



Progress legislative reform through the Quality and Safety Bill to balance transparency and protections for adverse event reviews	Release duty of candour, review protections guidelines by June 2022
Contribute to legislative reform relating to the <i>Non-Emergency Patient Transport (NEPT) Act 2003</i> to improve quality and safety of out-of-hospital patient transport	Review NEPT and First Aid regulations by September 2021
Develop and deliver <b>Just Culture</b> training to help health service leaders focus on improving systems, rather than individual actions, after adverse events	10 sessions by June 2022
The state's Chief Clinical Officers will provide sector-wide leadership to strengthen professional engagement across the system and advocate for the clinician voice to be reflected in policy development and reform	June 2022
Improve our own culture and leadership using staff feedback/surveys, and support staff returning from parental leave	Trial new 'Gateway' program from July 2021
Test a novel leadership program to uplift capability and reinvigorate their clinical governance strategy	Test with two health service Board and Executive teams by June 2022



# Partnership and planning

Our focus on working with clinicians and consumers will continue through our new engagement framework

## Embed our new engagement and advisory bodies

By June 2022, we will establish new advisory bodies:

- **Quality and Safety Executive Council** – Contributes to, challenges and guides the development and implementation of our strategy.
- **Clinical Advisory Group** – Provides governance, guidance and advice on prioritising projects, and provides frontline service delivery insights.
- **Quality and Safety Signals Group** – Monitors quality and safety information and intelligence to help us recognise system vulnerabilities and key risks.

We will improve our connections and engagement through the:

- **SCV Consumer Caucus** – Bringing together consumer members of the multiple committees and working groups to share their experiences and guide SCV's work
- **SCV Village** – Includes everyone we work with on our improvement projects and those we regularly engage with through our communications and events.

Design a framework for perioperative morbidity and mortality committees in regional/rural Victoria to strengthen adverse event reviews	June 2022
Design and test a new consumer fellowship program that will build consumer leadership capability and support partnering in healthcare	Recruit two consumer fellows by May 2022
Define the best place for safe delivery of 37 low-volume surgical procedures across four clinical specialities	June 2022
Host the virtual and in-person <b>GIANT STEPS 2022</b> conference to inspire, share knowledge and encourage learning for the health sector	May 2022
Design and deliver all improvement initiatives in partnership with consumers, carers and people with lived experience and subject matter expertise, using relevant data to ensure the programs of work deliver safer, people-centred services	June 2022



# Monitoring

We will improve the systems and processes that help us monitor quality and safety

Identify and develop a comprehensive suite of quality and safety performance indicators to better identify system risks and improvement opportunities	December 2021 for implementation by June 2022
Streamline the SCV Alert process for recall of medications and medical devices to mitigate patient safety risks	October 2021
Launch a secure sentinel events portal to make it easier for health services to notify us of adverse events, and improve our reporting and tracking systems	June 2022
Upgrade digital platforms used by the independent boards/councils we support to improve data and reporting, including the: <ul style="list-style-type: none"><li>→ voluntary assisted dying portal</li><li>→ the Victorian Perinatal Data Collection</li></ul>	June 2022



# Improvement

## Improve 100,000 lives by 2026

In 2021-22 we will start projects and collaboratives under our new 100,000 lives initiative across three areas:

### Safe in our hands

- Reduce rates of post-partum haemorrhage and medication errors
- Improve management of hospitalised people with diabetes, and children with sepsis
- Create age-friendly health services to improve outcomes for older people and test these in five health services

### Best care, best time

- Improve patient flow through health services and reduce unnecessary surgical bed days

### Stay well, stay home

- Reduce avoidable acute care admissions for heart failure
- Improve access to cardiovascular care in regional/rural Victoria

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Establish a **Mental health improvement unit** to provide quality improvement leadership and support Victorian mental health and wellbeing services

By January 2022

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Advance the **Healthcare worker wellbeing centre** activities to have greater impact on the wellbeing of healthcare workers

By June 2022

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Support a further 1550 healthcare workers and consumers to uplift their knowledge of improvement science through the IHI open school, engagement in doing the work and formal training programs

By June 2022

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#### Acknowledgement

Our office is based on the land of the Traditional Owners, the Wurundjeri people of the Kulin Nation. We acknowledge and pay respect to their history, culture and Elders past and present.

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