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

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| **Our values**   * Challenge the norm * One team * Accept nothing less than excellence * Bring your whole self * Tell it like it is |

## 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

# Leadership

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| 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 Non-Emergency Patient Transport (NEPT) Act 2003 to improve quality and safety of out‑of‑hospital patient transport | Review NEPT and First Aid regulations by September 2021 |
| Develop and deliver **Just Culture** 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

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| **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. |

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| 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 **GIANT STEPS 2022** 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

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| Identify and develop a comprehensive suite of quality and safety performance indicators to better identify system risks and improvement opportunities | December 2021 forimplementation byJune 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:   * voluntary assisted dying portal * the Victorian Perinatal Data Collection | June 2022 |

# Improvement

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| **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 |
| Advance the **Healthcare worker wellbeing centre** activities to have greater impact on the wellbeing of healthcare workers | By June 2022 |
| 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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