

**EVERY LIFE IS A STORY
WORTH TELLING**



**100,000
LIVES**

CREATING AGE-FRIENDLY HEALTH SYSTEMS IN VICTORIA COLLABORATIVE

Information session
5 May 2022

scv Safer Care
Victoria



OFFICIAL

Acknowledgement of Country

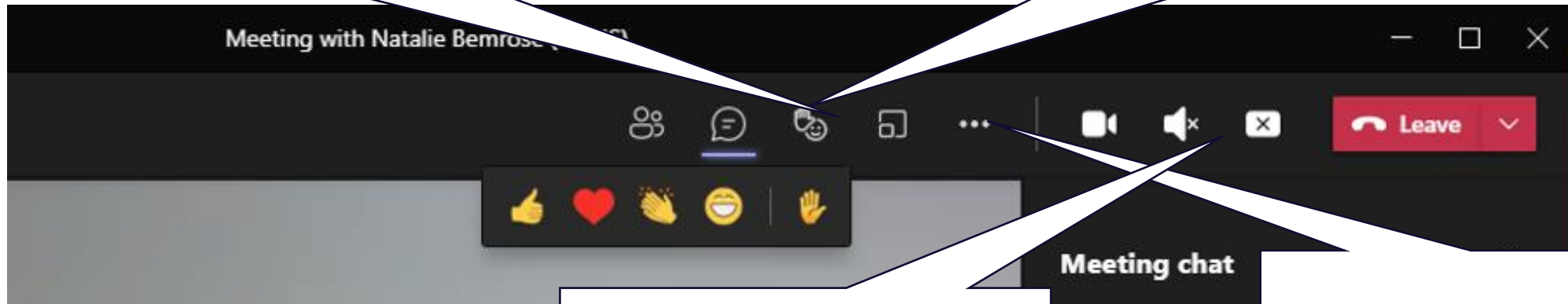
I acknowledge the Traditional Owners of the land on which we are all meeting. I pay my respects to their Elders, past and present, and to members of other traditional Owner communities who may be joining us today.



MICROSOFT TEAMS HOUSEKEEPING

type questions and comments in the **Chat** function

select '**Raise Hand**' in the Participants window to get the facilitators attention



Turn your camera **on** (if you have one)

keep your microphone on **mute** to reduce background noise

Slide 4



SESSION OVERVIEW

Topic	Presenter
SCV and 100,000 Lives overview	Veronica Hope Project Lead, Safer Care Victoria
Introduction to Age-Friendly Health Systems	Veronica Hope
Work to date - Phase 1 Creating Age-Friendly Health Systems	Veronica Hope
Participating in the Creating Age-Friendly Health Systems Collaborative	Courtney Royston Improvement Advisor, Safer Care Victoria
Next steps and questions	Veronica Hope



ABOUT SAFER CARE VICTORIA (SCV)

SCV is Victoria's healthcare safety and improvement specialist and is an agency of the Victorian Department of Health

- Established in January 2017, we are here to help health services:
 - prevent and learn from patient harm
 - identify and deliver service improvements
 - engage with consumers



WHAT IS 100,000 LIVES?

Together with Victorian health services, we will prevent harm and improve healthcare outcomes for **100,000 Victorians**



EVERY LIFE IS A STORY WORTH TELLING

Improving the lives of 100,000 Victorians by ...

Delivering impact through specific improvement efforts



**SAFE IN OUR
HANDS**

Reducing harm
in hospitals



**STAY WELL,
STAY HOME**

Preventing
unnecessary
hospital
admissions



**BEST CARE,
BEST TIME**

Ensuring patients
are cared for
quickly in the
right place



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CREATING AGE-FRIENDLY HEALTH SYSTEMS IN VICTORIA COLLABORATIVE

HOW MUCH DO YOU KNOW ABOUT AGE-FRIENDLY HEALTH SYSTEMS?

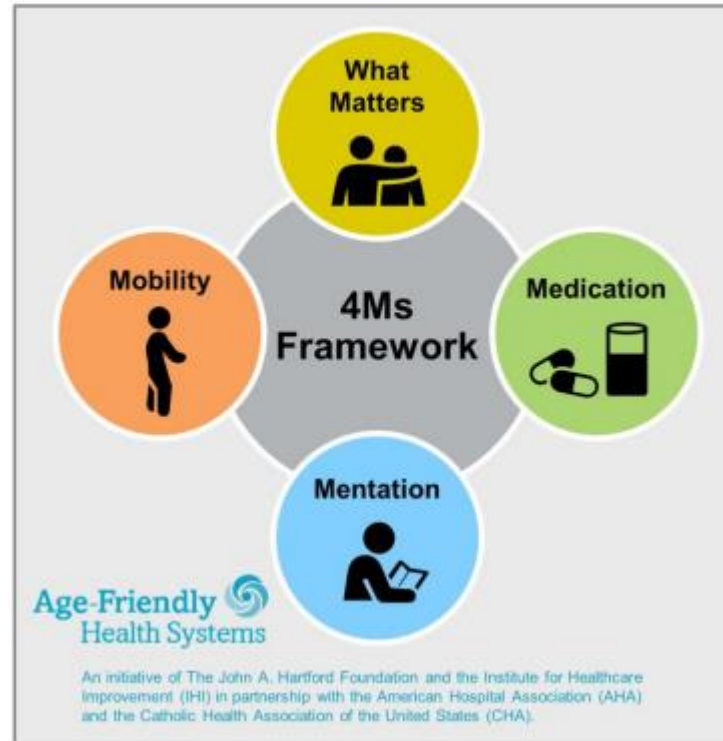
- A. never heard of it.
- B. have heard of it but don't know any details
- C. know all about it
- D. could explain it to others.

Slide 9



WHAT IS AN AGE-FRIENDLY HEALTH SYSTEM?

- Set of evidence-based geriatric best practices, used reliably in the care of older people.
- The interventions as a set are known as the 4Ms



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mind across settings of care

Mind

Prevent, identify, treat, and manage depression, delirium and dementia across settings of care

Mobility

Ensure that each older adult moves safely every day to maintain function and do What Matters

PRINCIPLES OF AGE-FRIENDLY HEALTH SYSTEMS

AGE-FRIENDLY HEALTH SYSTEMS AND THE 4MS FRAMEWORK ARE:

- intended to integrate with the processes you already have in place.
- designed to close the gap between the evidence-based care that we know works and the reliable practice
- intended to be integrated together as a set

It is highly likely that 4Ms care is in place in your organisation a lot of the time already.

WORK TO DATE

1 Co-design a Victorian Age-Friendly Health Systems framework

(3 months: May 21 – Jul 21)

Collaborate with key stakeholders to assess the current state, determine the desired future state, and co-design an Age-Friendly Health System framework for Victoria

3 Test the Age-Friendly Health Systems framework within participating sites

(11 months: Aug 21 – Jun 22)

Test the Age-Friendly Health System framework within participating sites and adapt to local context to support the achievement of results

2 Engage five sites across the Victorian health system to participate in testing the framework

(2 months: Jun 21 – Jul 21)

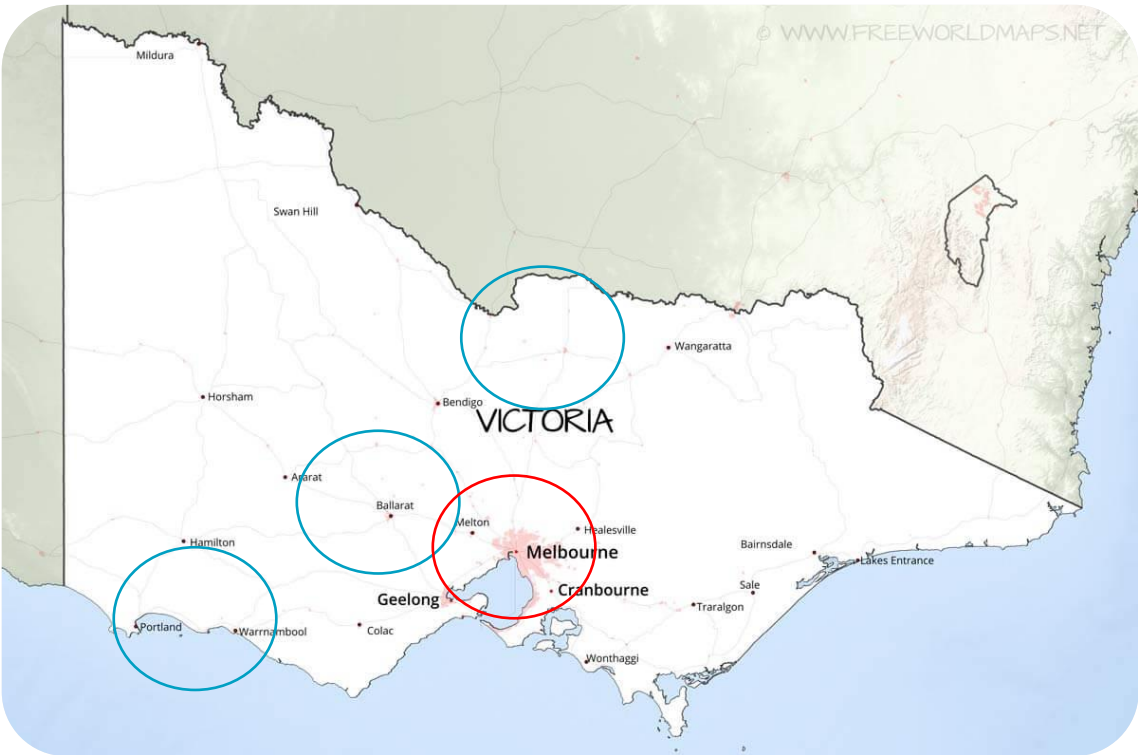
Finalise a design to test the Age-Friendly Health System framework and engage 5 sites that represent different service providers across the Victorian health system to participate (each nominating 1-3 teams)

4 Develop a dissemination strategy and guidance to support scale-up across Victoria

(8 months: Nov 21 – Jun 22)

Work with key stakeholders to develop a dissemination strategy and create an enabling environment to support the adoption and accelerate scale-up of the 4Ms framework across Victoria.

OUR TEST SITES



WHAT IS THE CREATING AGE-FRIENDLY HEALTH SYSTEMS IN VICTORIA COLLABORATIVE?

AIM: To reduce harm and improve outcomes for older people by delivering care that is consistent with the 4Ms at participating health services by June 2023.

WHO CAN PARTICIPATE? Victorian public and private hospital sites, and public and private residential aged care facilities.

Multidisciplinary teams that include an executive sponsor, care setting lead, clinical experts, consumer and quality improvement input.

SCOPE: ~ 30 teams

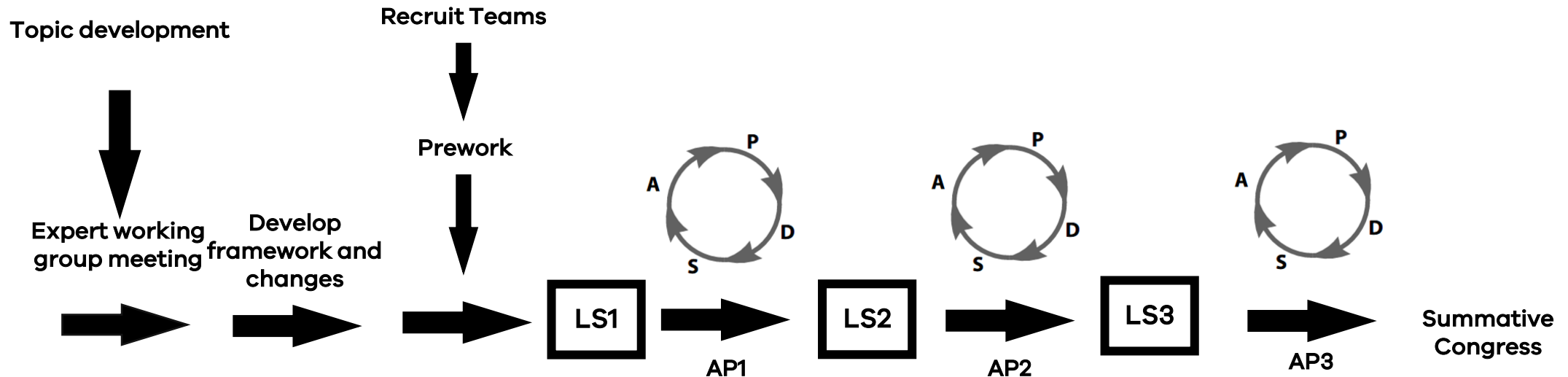
DURATION: 12 months (June 2022-June 2023)

DELIVERY: online and in-person

WHAT IS A BREAK THROUGH SERIES COLLABORATIVE?

An improvement method that relies on the **spread** and adaptation of **existing knowledge** to **multiple settings** to accomplish a **common aim**

We are here



LS: Learning Session
AP: Action Period
P-D-S-A: Plan-Do-Study-Act

Supports

Email | Site visits | Webinars | Video calls | Collaboration platform | Monthly team reports | Assessments

WHAT DOES PARTICIPATION INVOLVE?

TEAM APPROACH

- Establishment of a core team including executive sponsor, care setting lead, multidisciplinary representatives, consumer representative.
- Identification of a wider team (i.e., clinicians, managers) who can drive commitment and support frontline clinicians to test changes.

DEDICATED TIME

- Attendance at learning sessions in addition to webinars are coaching calls during action periods
- In our experience, optimal results are achieved when teams can devote at least 30 hours per week to the project (shared between team members) to:
 - Complete a health service charter, setting aims and goals for the project team
 - Hold weekly team meetings
 - Test changes using rapid Plan-Do-Study-Act cycles
 - Collect data and plot results over time
 - Complete and share reports for monthly calls and Learning Sessions
 - Contribute to monthly collaborative online meetings and site visits



ESTABLISHING A CORE TEAM

Role	Responsibilities
Executive sponsor	<ul style="list-style-type: none"> Accountable for your organisation's participation in the initiative and the delivery of project outcomes Visible champion of the project with the management team and is the ultimate decision maker
Care setting lead	<ul style="list-style-type: none"> Leader in the ward or unit, Represents the disciplines involved in the 4Ms Works with clinicians, other technical experts and leaders We recommend placing the manager of the ward or unit in this role
Consumer representative	<ul style="list-style-type: none"> We recommend each team partner with a minimum of one person with lived experience.
Improvement Advisor (person with quality improvement experience)	<ul style="list-style-type: none"> Provides quality improvement support to the team, guiding testing, measurement and data collection. Supported in developing their capability in improvement methodology by SCV and IHI Improvement Advisors.
Clinical champions	<ul style="list-style-type: none"> Represent the 4Ms (may include medical staff, allied health, nursing) Multidisciplinary representation is encouraged.

**Team members may hold more than one role.*

WHAT SUPPORT WILL YOU RECEIVE?

- Collaborative Lead, Improvement Advisor and coaching support
- Access to an expert faculty (consumers and clinicians)
- Teaching on the 4Ms and Age-Friendly care including supporting resources and tools
- Improvement science exposure and capability building
- Support to collaborate and share knowledge and learnings
- Access to an online system for data reporting
- Review, guidance and feedback on data
- Support to learn, share and deliver age-friendly care

WHAT THE YEAR LOOKS LIKE

Activity	Apr 2022	May 2022	June 2022	July 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Expression of Interest Open		2-25													
Optional information session		5													
Optional in- person event (Pilot summative event)		24													
Health Service Notification		27													
Kickstart call			2 (9am)												
Learning Session 1			20/21												
Action Period 1 (AP1) webinars/ coaching calls				11	15										
Learning Session 2						12/13									
Action Period 2 (AP2) webinars/ coaching calls							10	14	12						
Learning Session 3										16/17					
Action Period 3 (AP3) webinar/ coaching call										13	13	17			
AP3 Holding the gains online meeting													TBC		
Summative Conference															19

We are here

NEXT STEPS

1. Visit our website to **find out more** and **complete an EOI**
2. Attend an **optional in-person workshop**: Tuesday 24 May from 9am to 5pm at the MCG (RSVPs close tomorrow 6 May)
3. Form your **core team** (participating teams)
4. Attend **Kickstart call** (participating teams): 2nd June, 9-10am.
5. Contact 100klives@safercare.vic.gov.au if you have any questions.

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QUESTIONS?

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