
Safer Care Victoria and 100,000 Lives

Frequently Asked Questions

OFFICIAL

If you are keen to know more about Safer Care Victoria (SCV), 100,000 Lives and how we do improvement work, this document is for you!

Who is Safer Care Victoria?

Safer Care Victoria 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

We also look after three independent bodies that review patient death and harm.

Our values

Our aim is to ensure outstanding healthcare for all Victorians. Always.

In delivering our work we seek to adhere to our key organisational values:

- we challenge the norm
- we accept nothing less than excellence
- we tell it like it is
- we are one team
- we bring our whole selves.

For more information, please visit the Safer Care Victoria [website](#). <[Home](#) | [Safer Care Victoria](#)>

What is the Improvement Partner?

The Improvement Partner is a department within SCV which focuses on driving targeted initiatives to improve healthcare experiences and outcomes for Victorians. We do this in partnership with consumers and clinicians.

The Improvement Partner is delivering the 100,000 Lives program.

What is the 100,000 Lives program?

Every year more than 500,000 Victorians are adversely impacted in our health system because of unintended harm, preventable hospital admissions and unnecessary intervention.

The 100,000 Lives program is focused on reducing harm, providing evidence based and person-centred care across our health system. The program is organised into three streams of work: Safe in Our Hands, Stay Well Stay Home, and Best Care Best Time.

Safe In Our Hands

The aim of this stream of work is to improve health safety and reduce overall associated healthcare costs for over 75,000 Victorians. This will be done by:

- reducing hospital acquired complications for those aged over 65,
- enhancing appropriate antibiotic prescribing for children and adults, and
- reducing the rate of post-partum haemorrhage.

Stay Well, Stay Home

The aim of this stream is to improve management of chronic disease, with focus on Aboriginal and Torres Strait Islander people and culturally and linguistically diverse communities, which will contribute to better health outcomes for over 37,000 Victorians. This will be done by:

- reducing hospitalisation for people with diabetes, chronic obstructive pulmonary disease (COPD) and asthma, and
- reducing hospitalisation for people with heart failure.

Best Care, Best Time

The aim of this stream is to improve health outcomes for over 4,000 Victorians. This will be done by:

- reducing the number of planned caesarean sections before 39 weeks gestation,
- reducing the number of hospitalisations for hysterectomies,
- improving patient flow through hospitals, and
- ceasing surgical procedures which are costly and provide limited benefit to consumers.

What is our approach to healthcare quality improvement?

Safer Care Victoria uses the Model for Improvement in all quality and safety improvement work conducted in partnership with health services and consumers. Drawing together key improvement science principles, the model takes a simple but effective approach to learning and change, asking project teams to answer three questions that guide improvement:

1. What are we trying to accomplish?
2. How will we know that a change is an improvement?
3. What changes can we make that will result in improvement?

This helps teams develop a deep understanding of their system, the problem they are trying to solve and their theory of improvement. Change ideas are then tested through successive Plan-Do-Study-Act (PDSA) cycles to learn how effective they are in contributing to consistent, reliable practice and desired outcomes.

How do we work with health services on improvement efforts?

Safer Care Victoria uses the IHI Breakthrough Series (BTS) Collaborative approach as a model for working in partnership with health services to improve quality and safety. The BTS Collaborative structure is designed to foster an 'all teach, all learn' environment, where services, clinicians and consumers learn from one another and topic experts.

Collaborative work is driven by this learning, evidence and data, and may include ten to twenty-five organisations working together for six to eighteen months. Each project provides an opportunity for healthcare workers and consumers to learn more about undertaking effective improvement efforts, allowing us to build a network of experts who can expand the work across Victoria.