
Safer Care Victoria and Safer Together Program

Frequently asked questions

OFFICIAL

This document provides information on: Safer Care Victoria (SCV), the Safer Together Program (STP) and the Quality Use of Medicines Improvement (QUM-I) Team.

Who is Safer Care Victoria?

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

SCV was established in January 2017 to ensure health services are providing safe, high-quality care to patients every time, everywhere, through:

- leadership and reform
- strengthening governance
- proactive monitoring
- effective intervention.

Our broad range of programs and projects seek to support health services to get better and to help keep Victorians safe.

How we help health services

- **We partner:** we partner with consumers, health care workers, and a diverse range of stakeholders to co-create a safer system of care.
- **We learn:** we gather and share the most important insights generated from system level evidence, data and lived experience.
- **We improve:** we support health services to adopt safety culture and continuous improvement as core change principles.
- **We excel:** we strive for operational excellence through a culture of continuous improvement.

Organisational values

SCV's 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 [Safer Care Victoria <www.safercare.vic.gov.au>](http://www.safercare.vic.gov.au).

What is the Improvement Branch?

The work of SCV's Improvement Branch is informed by knowledge and information gained through quality and safety data and partnerships with consumers, clinicians, healthcare services, and other government departments and agencies.

We work together to drive healthcare improvement through targeted results-orientated projects in priority areas.

The STP is being delivered by the Improvement Branch, Safer Care Victoria.

What is the Safer Together Program?

The STP was developed by SCV as an ongoing and evolving commitment to improvement and with the vision to build a safer health system that delivers better outcomes for all Victorians.

It is an evolution of how SCV works with Health Service Partnerships (HSPs) and health services to enable more effective and sustainable improvements and change.

The STP brings together existing improvement programs, including SCV's 100k Lives and local improvement initiatives, into a cohesive program with one common purpose – to provide outstanding healthcare for all Victorians. Always.

The STP focuses on four key priority areas to improve patient care/outcomes:

1. **Reducing variation in care:** implementing consistent evidence-based practices and guidelines to ensure high-quality care and reduce harm.
2. **Reducing potentially avoidable admissions:** strengthening preventative measures to minimise avoidable hospital admissions.
3. **Reducing medicines related harm:** ensuring safe medication practices to avoid harm and protect consumer health.
4. **Reducing low value care:** focusing on necessary and effective interventions to improve consumer outcomes.

Quality Use of Medicines Improvement Team

The Safer Medicines at Transitions of Care project will be delivered by the QUM-I Team within the Improvement Branch. The QUM-I Team will work together with health services to deliver several improvement initiatives that aim to improve patient outcomes by:

- Reducing inappropriate prescribing.
- Reducing medicines-related harm.
- Reducing medicines-related hospital re-admissions.