We are the state’s lead agency for improving health quality and safety

Established January 2017 as part of Targeting Zero health reforms:

- creating a deliberate separation of quality and safety from other functions of the department
- elevating the importance of quality and safety improvement
- bringing a new, independent-minded approach to driving improvement and innovation
<table>
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<th>Our aim is outstanding healthcare for all Victorians. Always.</th>
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Changing how we engage and work with clinicians

Reinvigorated our clinical networks to drive improvements in areas of unwarranted variation
Established new specialist networks for mental health and infection
Developed network plans and projects to improve performance around readmissions, complications, length of stay and mortality
Established the Victorian Clinical Council to advise SCV, the department and the Minister
Focusing on patient experience and participation

Finalising a Partnering in Healthcare framework to guide consumer engagement across all public hospitals

Established the new Patient and Family Council to test SCV and department programs and initiatives

Funding Health Issues Centre to provide training for services and consumers

Trialling patient complaint and feedback methods
Providing best practice guidance and advice

Expanding clinical guidance issued by our clinical networks and Chief Clinical Officers

Monitoring performance indicators to inform sector feedback

Developed a clinical governance framework that elevates quality and safety improvement

Supporting the state’s three mortality and morbidity councils to disseminate reports and recommendations
IHI Framework for safe, reliable and effective care

The ability to self-reflect, and identify strengths and defects, both in real time and in periodic review intervals

Learning system

Culture

The product of individual and group values, attitudes, competencies and behaviours that form a strong foundation on which to build a learning system

Patients and families

- leadership
- transparency
- reliability
- improvement
- continuous learning
- negotiation
- communication
- accountability
- psychological safety
Was the care I gave today Safe? Effective? Person centred?
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