Victorian Agency for Health Information

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Chief Executive Officer
May 2017

Delivering a world-leading healthcare system
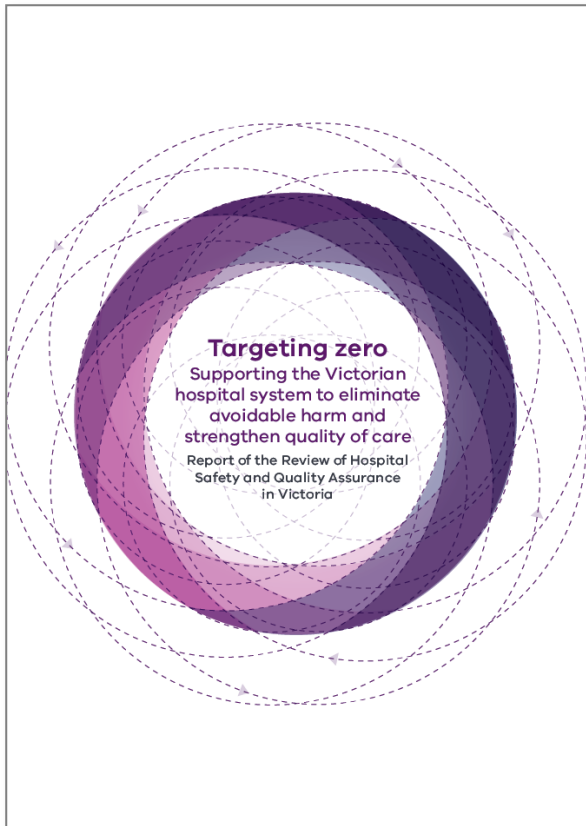
Delivering a world-leading healthcare system

Our vision for quality and safety in Victoria's health system

- The world-class care patients receive is supported by a world-class system of quality and safety assurance.
- Patient views and experiences are heard and shared at every point of our health system to drive continuous improvement.
- Individual safety and quality success is shared and built into our statewide system.
- Health services and their boards get the information and training they need to best serve their communities and provide better, safer care.
- Frontline healthcare workers have a real say on how to make the system safer and lead the way on improvement and best practice.
- The health service leaders of the future are identified and supported, with a focus on getting the right skills, knowledge and experience.
- Data is collected, analysed and shared so the community is better informed about health services and health services receive better information about their performance.
- People with mental illness, their families and carers receive access to high quality, integrated services that can provide coordinated treatment and support.

Delivering a world-leading healthcare system

Our priority actions

New organisations will be established to simplify the current system and better respond to the needs of patients and healthcare workers:

- **Safer Care Victoria** will work with health services to monitor and improve the quality and safety of care delivered across our health system, with the goal of achieving zero avoidable patient harm.

- A new **health information agency** will analyse and share information across our system to ensure everyone has an accurate picture of where the concerns are, and where we're getting it right.

- The **Victorian Clinical Council** will put clinicians front and centre to provide clinical expertise to the Government, the department and health services on how to make the system safer and provide better care to all Victorians.

- The **Ministerial Board Advisory Committee** will ensure our hospital and health service boards have the right mix of skills, knowledge and experience to strengthen local governance and decision making.

Victorian Agency for **Health Information**

Victorian Agency for Health Information

The Victorian Agency for Health Information will analyse and share information across our system to ensure everyone has an accurate picture of where the concerns are and where we're getting it right.

The Agency's responsibilities flow across measurement of patient care and outcomes for three key purposes: *public reporting*, *oversight* and *clinical improvement*.
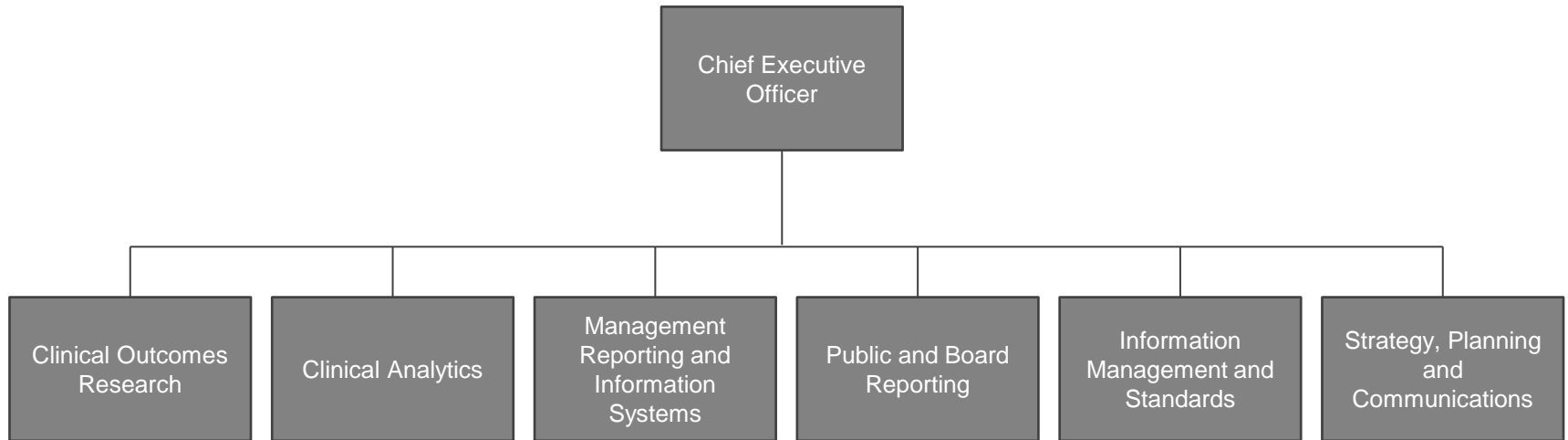
Victorian Agency for Health Information

Our purpose is to ensure:

- the **community** has access to better information about health service and hospital performance

- **boards**, **health executives** and **clinicians** get the information they need to best serve their communities

- **patients** and **carers** can access meaningful and useful information

- **researchers** can access data

To achieve this the Agency needs the best quality data from health services and will play a vital role in data management, standards and integrity.

VAHI

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Portfolios

Organizational chart:

- Chief Executive Officer
  - Clinical Outcomes Research
  - Clinical Analytics
  - Management Reporting and Information Systems
  - Public and Board Reporting
  - Information Management and Standards
  - Strategy, Planning and Communications

VAHI — Victorian Agency for Health Information

Strategy, Planning and Communications

The portfolio is responsible for:

- Strategy and strategic partnerships

- Communications

- Planning

- Governance

- Corporate support

Functions:

- Strategic plan consultation and development

- Transition of work from DHHS

- Human resource planning

Clinical Outcomes Research

The portfolio is responsible for:

- Providing strategic, high quality information

- Clinical analytics research

- Patient Reported Outcome Measures (PROMs)

Functions:

- Undertaking one-off clinical analytical research

- Patient Reported Outcome Measures (PROMs) collection

- Developing the clinical registries strategy

Clinical Analytics

The portfolio is responsible for:

- Providing information to Safer Care Victoria and clinical networks to support quality and safety improvements

- Patient experience and outcomes information

- Incident management system development

Functions:

- Patient experience program

- Incident management system development

- Analytical support for routine reporting to clinical audiences

- Support for the Clinical Measurement and Reporting Committee and VHIMS2 Project Board

Management Reporting and Information Systems

The portfolio is responsible for:

- Routine reporting to health executives and clinical audiences, including access, safety, quality, efficiency and financial performance

- Reporting to government agencies, including their data requests (e.g. IHPA, Treasury)

- Provide routine calculations and infographics to Public and Board Reporting branch for its print/ online products

- Maintain integrated, automated and reliable information systems to support data storage, visualisation and reporting

Functions:

- Management, government and clinical reporting

- Data analysis

- Information systems

Public and Board Reporting

The portfolio is responsible for:

- Performance reporting for patients, carers and the public about the health system to support transparency in government

- Regular board reports to meet needs for oversight and surveillance information

Functions:

- Production of *Board Safety and Quality Reports* for health services sector

- Production of public reporting on topics of interest to patient, carers and Victorians

- Routine reporting to the community on the performance of local health services

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Information Management and Standards

The portfolio is responsible for:

- Responses to data requests and supporting liberalisation of data to external users

- Maintain information policy and standards, including classification and coding

- Health Data Integrity Program to support assurances of the quality of data

- Privacy, security and confidentiality

Functions:

- National Data Linkage Demonstration Project

Our initial focus

Stimulate and inform improvements in clinical care across public and private hospitals and health services

Strengthen local and state oversight of health and community services

Inform Victorians about quality and safety of care in their local area

Improve the accuracy, reliability, availability and usefulness of data used to inform our audiences about health services

Successfully establish the Agency

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Progress: January to May 2017

- Large commitment to the Agency in the 2017-18 budget, and recruitment for executive, program and statistical staff has commenced

- Developed and released an inaugural *Board Safety and Quality and Safety Report* to 84 of the metropolitan, regional and small rural health services. Work has commenced on the second issue of these reports

- The Agency held the *Better Smarter Care: Reducing Unwarranted Variation* conference with 200+ Australian and international guests regarding measuring, reporting and responding to unwarranted variation in safety, quality and outcomes.

Progress: Board Reports

Better Smarter Care: Reducing Unwarranted Variation Conference

- Collaborative with Wennberg International Collaborative and Safer Care Victoria
- Speakers from Australia, Canada, New Zealand, South Korea and the UK
- Invaluable insights on research and work undertaken in their countries
- Using data and information to drive practice improvements
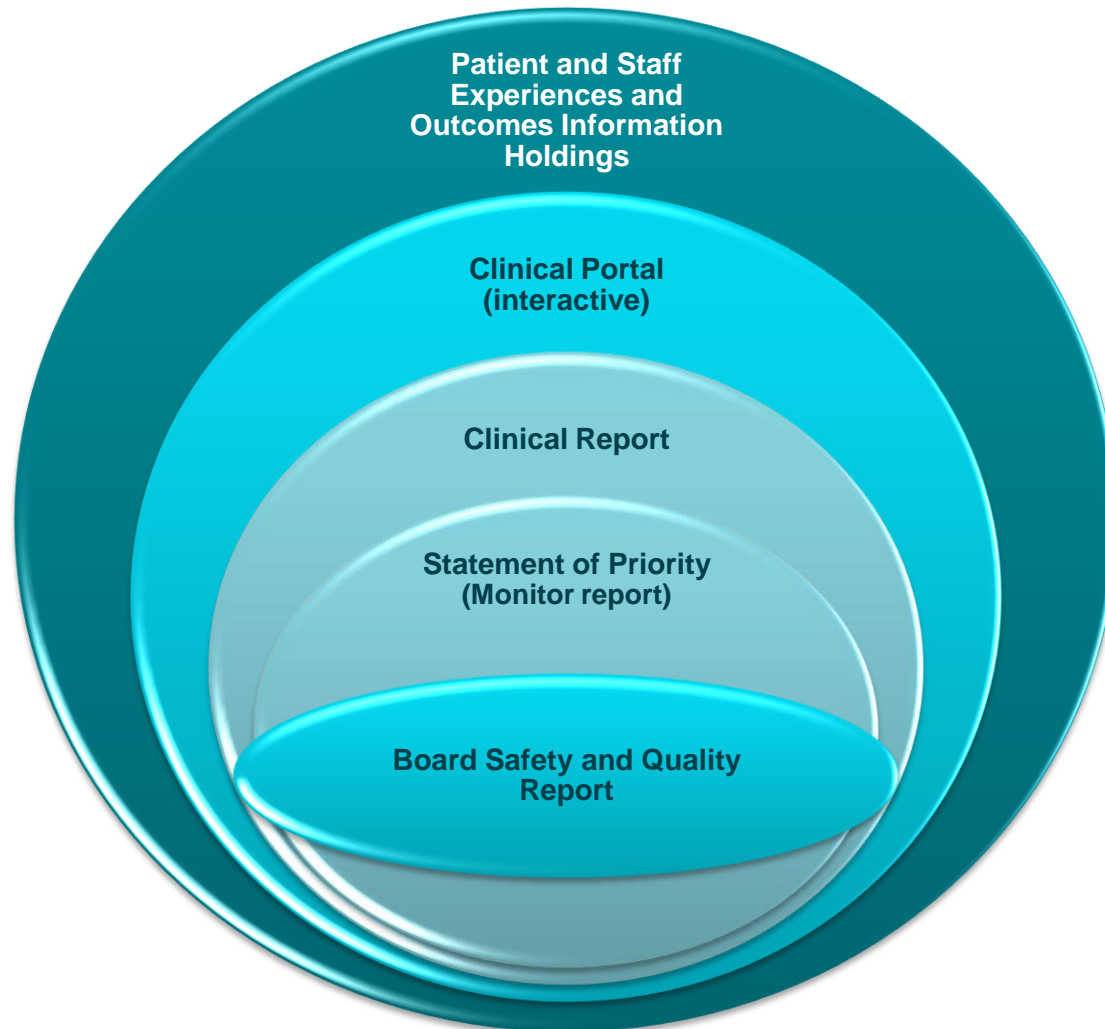- 200 delegates

Progress: January to May 2017

Establishment of peak committees

- Clinical Measurement and Reporting

- Victorian Health Incident Management System Project Board

- Rapid Review of Integrity of Elective Surgery Wait Time Information Committee

- Board Quality and Safety Reporting (planned)

- Patient Experiences and Outcomes Reporting (planned)

Commencement of senior executive recruitment

Hierarchy to guide release of safety and quality information

Patient and Staff Experiences and Outcomes Information Holdings

Clinical Portal (interactive)

Clinical Report

Statement of Priority (Monitor report)

Board Safety and Quality Report

The reason why