BEST CARE FRAMEWORK

Last Updated: July 2023

live **BEST CARE**

CONTENTS

FOREWORD

Russell Harrison
Chief Executive,
Western Health

At Western Health we are committed to high quality care that is safe, person-centred, right and co-ordinated – we are committed to Best Care.

To provide Best Care for consumers, we must constantly put them first, listen to them and their families and constantly review, enhance and improve how we deliver care.

The Best Care Framework outlines how Western Health - in partnership with our consumers and their families; building on the strengths of our clinical and health support staff; and supported by managers, the Executive and the Board - continues to strive for our Vision for Best Care.

This Vision has been developed following consultation with consumers and their families, staff leaders, clinicians, Executive and the Board and identifies how we wish to develop as an organisation. The vision has a clear focus on our patients experiencing care that is personal, co-ordinated, safe and right for their clinical needs.

Every single staff member at Western Health – either directly or indirectly, whether clinical staff, non-clinical staff or volunteer - makes a contribution every day to supporting the provision of Best Care and the best experience for our consumers.

Delivering Best Care within the complexity of our health system is not always easy. It requires people to be clear about what they need to achieve, it requires each of us to strive for excellent communication with our colleagues and with consumers and their families, and it requires a commitment to wanting to achieve a high quality outcome even when we are busy and under significant pressure.

Consumers and staff when asked about their expectations identified four essentials in order for the care provided to be "Best Care":

➢ Genuine listening to, understanding of, and respect for consumers, their carers and staff

➢ Co-ordination of teams and processes

➢ Improving their health

➢ Provision of care in the safest manner feasible for consumers and staff

To ensure we can provide the best care, we need to translate these expectations into day-to-day behaviours and priority actions to improve and apply quality systems supporting person-centred, co-ordinated, right and safe care for every patient, every time, everywhere.

Everyone has a role in the Vision of delivering Best Care at Western Health. Let's see what we can do together.

BEST CARE FRAMEWORK

The Western Health Best Care Framework is an approach to clinical governance that focuses on care from the perspective of our consumers and absorbs and supports our in-house quality requirements & external frameworks, standards & programs.

Supporting Best Care requires a highly functioning, strategic approach to clinical governance.

It requires a framework based on a vision for best care in our organisation that can support our organisational purpose of *'providing the Best Care for the people in the West, in the right place and at the right time'.*

The four components of the Western Health Best Care Framework are:

01.
Purpose ... the Vision of Best Care we aim to create for every person, every time
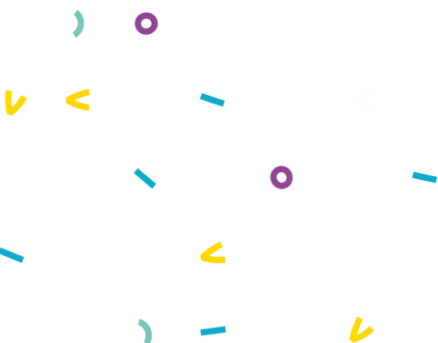
02.
People ... the focus, roles and behaviours modelled by our staff to deliver Best Care

03.
Pillars ... the quality systems that support our staff to lead, drive and enhance Best Care

04.
Plan ... organisation-wide quality system actions & measures to improve Best Care

1. PURPOSE ... the Vision of Best Care we aim to create for every person, every time

At Western Health, our Vision for outstanding care is that each of our consumers receives 'Best Care' from us, every time, everywhere.

What is important to consumers and their families about receiving Best Care is the foundation of our Vision.

The following statements reflecting what best care means to consumers guides how our front-line staff provide Best Care, how our managers & senior clinicians lead Best Care, and how the Executive and Board govern Best Care.

To receive best care ... it is important to my family and I that:

➢ I am seen and treated as a person *(Person-Centred Care)*
➢ I receive help, treatment and information when I need it and in a co-ordinated way *(Co-ordinated Care)*
➢ I receive care that makes me feel better *(Right Care)*
➢ I feel safe *(Safe Care)*

To ensure we can provide the Best Care, we need to translate these statements into day-to-day behaviours and actions to improve and apply quality systems supporting person-centred, co-ordinated, right and safe care.

BEST CARE IS:

01. PERSON CENTRED
Person Centred Care involves seeing the person in the consumer and providing comprehensive care designed to engage consumers in care decisions and manage risks associated with care

02. CO-ORDINATED
Co-ordinated Care involves providing a smooth consumer journey designed to optimise time to care through efficient service provision

03. RIGHT
Right Care involves providing appropriate, consistent and effective care for each person

04. SAFE
Safe Care involves the design and delivery of care and services to minimise the risk of consumer harm

Our Vision for Best Care at Western Health was developed in consultation with consumers and staff and is outlined in the diagram on the following page.

BEST CARE AT WESTERN HEALTH

We will demonstrate the Western Health values in all that we do... compassion, accountability, respect, excellence, safety

	CONSUMERS TO RECEIVE BEST CARE... It is important to my family and I that:	FRONT LINE STAFF TO PROVIDE BEST CARE...	MANAGERS & SENIOR CLINICIANS TO LEAD BEST CARE...	EXECUTIVE & BOARD TO GOVERN BEST CARE...
PERSON-CENTRED CARE	I am seen and treated as a person	I communicate with consumers and their families and am sensitive to their needs and preferences	I engage with and put consumers first when making decisions	I oversee the development, implementation and ongoing improvement of organisation-wide systems and culture supporting Best Care
CO-ORDINATED CARE	I receive help, treatment and information when I need it and in a co-ordinated way	I am an active team player and look for ways to do things better	I look for ways to support staff to work efficiently and as part of a team	
RIGHT CARE	I receive care that makes me feel better	I am competent in what I do and motivated to provide the best care and services possible	I guide, engage and support staff to provide best clinical care	
SAFE CARE	I feel safe	I keep consumers from harm	I promote a culture of safety	

2. PEOPLE … the focus, roles and behaviours modelled by our staff to deliver Best Care

Every single staff member at Western Health — either directly or indirectly, whether clinical staff, non-clinical staff or volunteers — makes a contribution every day to supporting the provision of Best Care and the best experience for our consumers.

BEST CARE IS:

01.
provided by front-line staff (including volunteers)

02.
guided by managers & senior clinicians

03.
governed by Executive Directors and Board Members

FRONT LINE STAFF

Best Care is provided by front-line staff (including volunteers) who are engaged in and committed to providing Best Care for each person, every day, every time.

They are at the heart of Best Care, with their practices and behaviours having a direct impact on consumer experience and/or consumer outcomes.

Staff focused on Best Care are compassionate and respectful, as well as skilled, competent and professional.

Providing Best Care when front-line staff are busy and under significant pressure can be challenging, but also very rewarding when they make a positive difference to a consumer and their family.

What this means to me as a staff member every day is that I:

➢ demonstrate person-centred care by communicating with consumers and their families and being sensitive to their needs and preferences

➢ demonstrate co-ordinated care by being an active team player and looking for ways to do things better

➢ demonstrate right care by being competent in what I do and committed to doing my best

➢ demonstrate safe care by keeping consumers from harm

MANAGERS & SENIOR CLINICIANS

The grouping of 'Managers & Senior Clinicians' for the purposes of the Best Care Framework includes middle management staff, senior clinicians, and members of the senior leadership group.

Best Care is guided by managers & senior clinicians who are committed to and focused on the vision and goals for Best Care.

They may have the dual role of directly providing care or support for consumers, as well as guiding others to provide Best Care.

Providing and/or guiding Best Care can be challenging when managers & senior clinicians are busy and under significant pressure but also very rewarding when they make a positive difference to an individual patient and/or a clinical or support service.

Managers and senior clinicians focused on Best Care are compassionate and respectful, as well as skilled, competent and professional.

They are also empowering and supportive of their staff and collaborative team players across the organisation.

They are able to make the connection between management systems and point of care, and are effective communicators across the organisation.

What this means to me as a manager/ senior clinician every day is that I:

➢ demonstrate person-centred care by engaging with and putting consumers first when making decisions

➢ demonstrate co-ordinated care by looking for ways to support staff to work efficiently and as part of a team

➢ demonstrate right care by guiding, engaging and supporting staff to provide the best clinical care

➢ demonstrate safe care by promoting a culture of safety

EXECUTIVE & BOARD

It is noted that, as part of the Senior Leadership Group, Executives also guide care under the heading of 'Managers & Senior Clinicians'

Best Care is governed by Executive Directors and Board Members who are visibly committed to and focused on the vision for Best Care and who support managers and staff to create this by implementing and/or overseeing effective quality systems supporting Best Care.

Executives and Board Members focused on Best Care are understanding of the broader context and environment, are proactive and open to drawing ideas and techniques from other health services and industries in support of Best Care.

They are respectful team players, effective communicators and engaged in leading our Best Care vision.

3. PILLARS … the quality systems that support staff to lead, drive and enhance Best Care

Quality systems supporting our staff to lead, drive and model the behaviours to enhance Person-Centred, Co-ordinated, Right and Safe Care are grouped under five headings (or pillars) with 'Consumer First' at the centre.

01.
CONSUMER FIRST
… partnering with consumers to plan, deliver, evaluate and improve best care

02.
LEADERSHIP
… leading the governance and culture of best care within integrated and outcome focused committee and organisational structures

03.
PROCESS
… the translation and monitoring of external standards and best available evidence into process and practice

04.
WORKFORCE
… supporting the capability of staff to plan, deliver, evaluate and improve best care

05.
IMPROVEMENT
… purposeful information collection, monitoring, practice improvement and risk management from incidents, audits and indicators

1. CONSUMER FIRST

… partnering with consumers to plan, deliver, evaluate and improve best care

'Consumer First' is the central focus of the quality systems described in Western Health's Best Care Framework.

Five Consumer First focus areas help us identify and bring together systems and improvements across Western Health that contribute to a positive consumer experience:

➢ Working Together … *I am included as a respected partner in reviewing and improving healthcare*

➢ Shared Decision Making … *I am supported to make informed decisions about my healthcare*

➢ Personalised & Holistic … *I receive personalised care that is informed by the experiences of others and supports me as a whole person*

➢ Equity & Inclusion … *I receive care that is considerate of consumer diversity and promotes inclusion*

➢ Effective Communication … *I receive high-quality information that I can readily understand and act upon*

In line with our 'Consumer First' approach, consumers are engaged in a number of systems that support the provision, review and improvement of care that is person-centred, co-ordinated, safe and right for clinical needs.

These include:

➢ Engaging consumers in partnership opportunities

➢ Co-designing care and service improvement with consumers and families

➢ Identifying and enhancing key staff-consumer communication and decision-making points across the patient journey

➢ Incorporating consumer views and experiences into training and education

➢ Using patient stories and feedback data to inform care and service delivery improvements

➢ In consultation with consumers, improving the cultural safety of vulnerable patient groups

➢ Providing accessible, user-friendly information about care

➢ Providing different ways for consumers to provide feedback about their experiences in healthcare

2. LEADERSHIP

… leading the governance and culture of best care within integrated and outcome focused committee and organisational structures

A range of operational systems are in place to support the Leadership Pillar, including:

➢ Promoting and modelling a culture of Best Care
➢ Maintaining a Best Care Committee structure
➢ Supporting the development, roll-out and communication of quality systems
➢ Enabling multi-disciplinary partnerships to support quality system engagement and activity

The Western Health Best Care Committee is shown on the following page and supports the monitoring, review and improvement of clinical practice and systems supporting Best Care.

3. PROCESS

… the translation and monitoring of external standards and best available evidence into process and practice

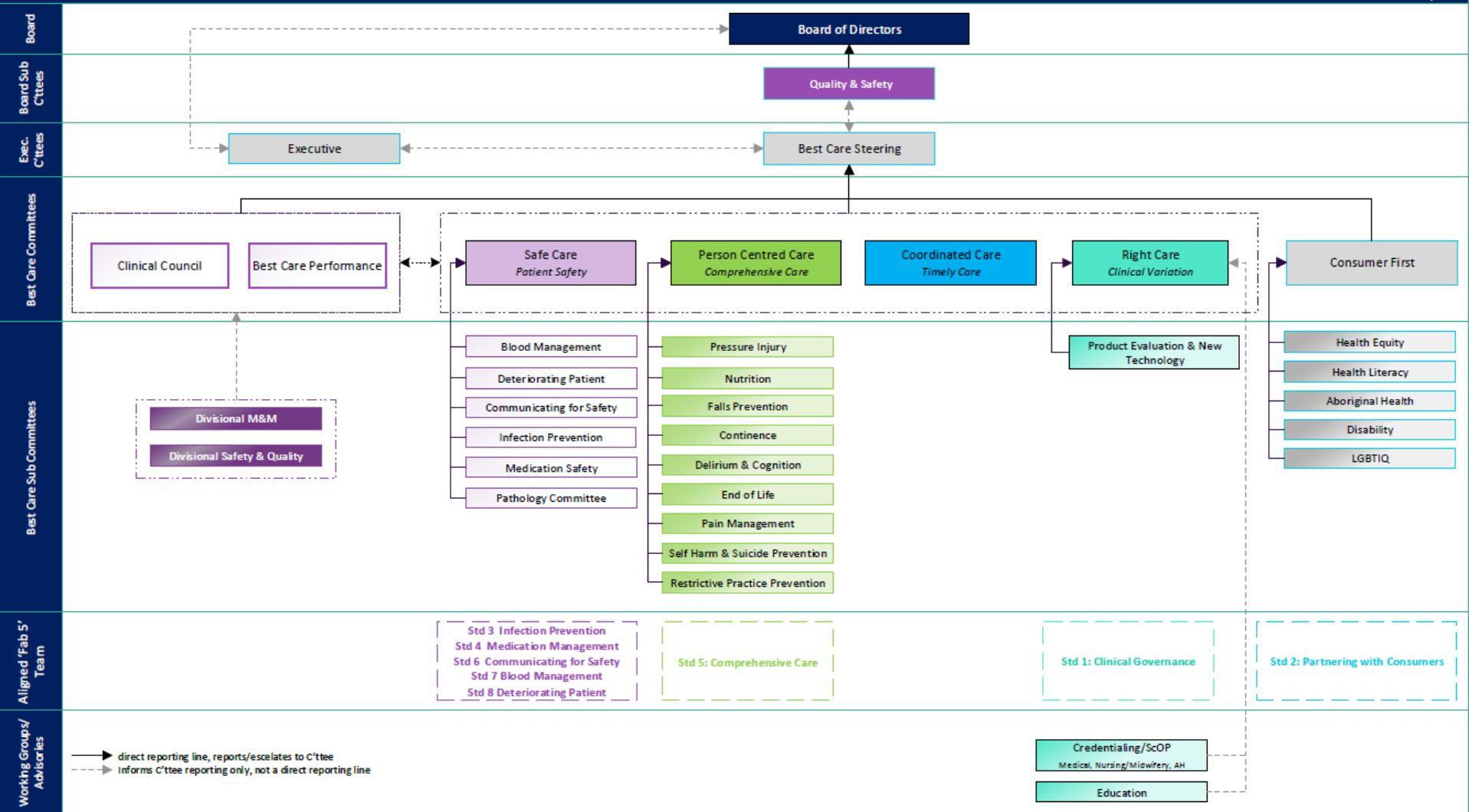A range of operational systems are in place to support the Process Pillar, including:

➢ Maintaining current, best care related policies, procedures and guidelines
➢ Translating externally set standards into process and practice that supports Best Care
➢ Monitoring and managing compliance with externally set standards supporting Best Care

Best Care Committee Structure

Western Health Best Care Committee Structure

V1 – July 2023

Board: Board of Directors

Board Sub C'ttees: Quality & Safety

Exec. C'ttees: Executive, Best Care Steering

Best Care Committees: Clinical Council, Best Care Performance, Safe Care *Patient Safety*, Person Centred Care *Comprehensive Care*, Coordinated Care *Timely Care*, Right Care *Clinical Variation*, Consumer First

Best Care Sub Committees:
- Divisional M&M
- Divisional Safety & Quality
- Blood Management
- Deteriorating Patient
- Communicating for Safety
- Infection Prevention
- Medication Safety
- Pathology Committee
- Pressure Injury
- Nutrition
- Falls Prevention
- Continence
- Delirium & Cognition
- End of Life
- Pain Management
- Self Harm & Suicide Prevention
- Restrictive Practice Prevention
- Product Evaluation & New Technology
- Health Equity
- Health Literacy
- Aboriginal Health
- Disability
- LGBTIQ

Aligned 'Fab 5' Team:
- Std 3 Infection Prevention
- Std 4 Medication Management
- Std 6 Communicating for Safety
- Std 7 Blood Management
- Std 8 Deteriorating Patient
- Std 5: Comprehensive Care
- Std 1: Clinical Governance
- Std 2: Partnering with Consumers

Working Groups/ Advisories:
- Credentialing/ScOP — Medical, Nursing/Midwifery, AH
- Education

→ direct reporting line, reports/escelates to C'ttee
--→ Informs C'ttee reporting only, not a direct reporting line

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4. WORKFORCE

… supporting the capability of staff to plan, deliver, evaluate and improve best care

A range of operational systems are in place to support the Workforce Pillar, including:

➢ Supporting the workforce to understand their role and responsibilities for Best Care

➢ Appropriately orienting and training the workforce to provide Best Care

➢ Supporting the workforce to build capability in the use of quality systems to monitor and improve care

➢ Ensuring clinicians are appropriately credentialed and work within agreed scope of practice

5. IMPROVEMENT

… purposeful information collection, monitoring, practice improvement and risk management from incidents, audits and indicators

A range of operational systems are in place to support the Improvement Pillar, including:

➢ Maintaining audit, performance monitoring and incident management systems

➢ Utilising purposeful information collection from these systems to analyse, share and respond to identified risks and opportunities to improve Best Care

➢ Supporting improvement activity to maximise positive impact on patient care and outcomes

➢ Reporting and recognising Best Care improvement activity

4. PLAN … organisation-wide quality system actions & measures to improve Best Care

Actions are planned and implemented to enhance and apply quality systems supporting our staff to lead, drive and model the behaviours to enhance Person Centred, Co-ordinated, Right and Safe Care.

Performance dashboards enable us to reflect on the impact quality system activity and staff culture have on the provision of Best Care.

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Patient First Pillar … partnering with consumers to plan, deliver, evaluate and improve best care							
Feedback Process Redesign	Build capability within WH's Best Care Co-ordinators and front-line staff to manage consumer feedback at the point of care	Director BCGS	Jun 2024	✓	✓	✓	✓
PROMS & PREMS	Undertake procurement process for a PREMs and PROMs platform	DONM Melton	Jun 2024	✓	✓	✓	✓
Lived Experience	Implement a Lived Experience Framework and workforce pipeline at WH	DONM Melton	Jun 2024	✓			
Inclusion & Diversity	Establish Consumer Engagement framework to bring existing initiatives together and incorporate tin a 'We Welcome You at Western Health' Framework	DONM Melton	Jun 2024	✓	✓	✓	✓
Age Friendly Care	Complete participation in the 'Creating Aged-Friendly Health Systems in Victoria' collaborative to deliver care consistent with the 4Ms of what matters, mobility, mind and medication	EDONM	Dec 2023	✓		✓	✓
EMR Phase 2	Progress the roll out of the Patient Portal in scope for phase 2.1 of the EMR build	CFO	Dec 2023	✓	✓		

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Leadership Pillar … leading the governance and culture of best care within integrated and outcome focused committee and organisational structures							
Best Care Committee Structure	Streamline the Best Care Committee structure with introduction of new bi-monthly Clinical Council and Best Care Performance Meetings	Director BCGS	Sep 2023	✓	✓	✓	✓
Clinical Governance Harmonisation	Lead and support actions to complete the harmonisation of Mental Health and Wellbeing Services and Custodial Health clinical governance systems and processes	Director BCGS	Dec 2023			✓	✓
Bacchus Marsh and Melton Harmonisation	Lead and support actions to complete the harmonisation of Bacchus Marsh and Melton systems and processes, medical records, PPGs, forms and escalation processes	DONM ACCC	Jun 2024	✓	✓	✓	✓
Partnership Structure	Review the success of the 'Fab 5' multi-disciplinary teams developed BAU monitoring, review and improvement of practice against NSQHS Standards and determine ongoing nature and focus of teams	EDONM, Directors BCGS	Feb 2024	✓	✓	✓	✓

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Process Pillar ... the translation and monitoring of external standards and best available evidence into process and practice							
Clinical Care Standards	Further develop and implement plans to sustainably support and track compliance against the National Clinical Care Standards	Director BCGS	Dec 2023			✓	✓
NSQHS Std Accreditation Readiness	Progress development and implementation of BAU systems to ensure WH preparedness for short-notice NSQHS Std accreditation assessment	Director BCGCA	Oct 2023	✓	✓	✓	✓
External Accreditation	Progress preparations for independent accreditation assessment against the following standards for quality, safe care falling due in 2023/24: National Safety & Quality Health Service (NSQHS) Primary & Community Health Care Standards (Custodial Health)	Director BCGCA	Jun 2024	✓	✓	✓	✓
Drawing on best available evidence, roll-out agreed process & clinical practice improvement plans for identified high risk areas:							
Timely Care	Progress strategies to improve patient flow / access to hospital and in home care	Chief Operating Officer	Jun 2024		✓		

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Process Pillar cont … the translation and monitoring of external standards and best available evidence into process and practice							
Maternity Care	Progress implementation of Maternity CARES Plan and participation in the 'Every Week Counts' National Collaborative to reduce the rate of preterm & early term birth and maternity adverse events	EDONM	Jun 2024	✓	✓	✓	✓
Communicating for Safety	Implement 2023-24 actions with the newly developed Communicating for Safety Improvement Plan to enhance practice relating to safe and effective clinical communication	DONM CCC	Jun 2024		✓		✓
Single Check Medication	Implement the Single Check Medication project in pilot areas and evaluate results	DONM Sunshine	Jun 2024				✓
OVA Management	Standardisation of OVA presentation and management processes, escalation and support for Bacchus Marsh, Melton and community based services	DONM EMA	Dec 2023	✓			✓
Comprehensive Care	Implement 2023-24 actions within the newly developed Comprehensive Care Improvement Plans to decrease hospital acquired complication rates and enhance the delivery of comprehensive care	DONM Sunshine	Jun 2024	✓			✓

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Workforce Pillar … supporting the capability of staff to plan, deliver, evaluate and improve best care							
Best Care Excellence & Improvement Project	Progress the Best Care Improvement & Excellence Project to its conclusion & propose ongoing methodology to engage staff in Safety II and Just Culture	Director BCGS	Jun 2024	✓	✓	✓	✓
Mandatory Training Needs	Review and enhance org-wide mandatory training requirements, including mode of delivery	ED PCC	Dec 2023			✓	✓
New Technology & Clinical Practice	Implement New Technology and Clinical Practice Committee and associated processes integrated with credentialing/scope of practice.	Chief Medical Officer	Sep 2023			✓	

BEST CARE FRAMEWORK ACTION PLAN 2023-24

TOPIC	ACTION	SPONSOR	BY WHEN	SUPPORTING			
				Person-Centred Care	Co-ordinated Care	Right Care	Safe Care
Improvement Pillar … purposeful information collection, monitoring, practice improvement and risk management from incidents, audits and indicators							
Improvement Capability Framework	Build organisational improvement capability utilising IHI methodology and the LifeQI Register Platform together with systems and processes	Director BCGS	Jun 2024	●	●	●	●
Infection Prevention Electronic Management System	Successfully implement the Infection Prevention electronic management system platform to streamline & strengthen IP systems & processes	DONM CSSC/ WPHU	Jun 2024				●
Serious Adverse Event Learnings	Implementation of WH SharePoint serious clinical incident Recommendations Register and Clinical Council to oversee recommendation implementation	Director BCGS	Dec 2023	●		●	●
Serious Incident Review Capability Building	Develop and implement initiatives to support capability building of clinicians to review serious adverse events, including participation in SCV systems-focused framework for M&M meeting project	Director BCGS	Jun 2024			●	●
Clinical performance and variation system enhancements	Progress initiatives to support collection, review and action planning of clinical variation data, including audit guidelines, use of performance data/reports, and quality & safety dashboards	Directors BCGS, BCGCA	Sep 2023			●	

BEST CARE DASHBOARDS

Performance dashboards enable us to reflect on the impact quality system activity and staff culture have on the provision of Best Care.
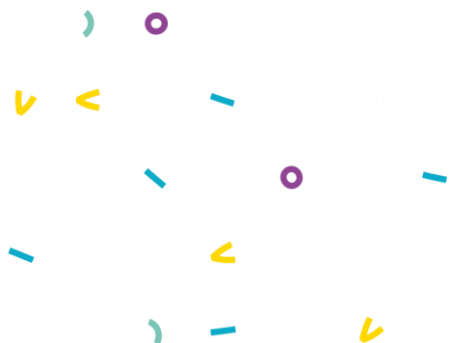
The following dashboards contain organisation-wide key indicators that reflect how well we are going in providing Person Centred, Co-ordinated, Right and Safe Care.

These indicators are a mixture of general measures of best care and specific measures aligned with areas of known or targeted clinical risk.

The dashboards are produced bi-monthly and reported through to Board level. They are also made available to all staff through the Live Best Care microsite.

At a divisional level, Best Care Dashboards are customised to reflect the focus and activity of clinical and/or clinical support services provided.

The following dashboards reflect Western Health performance as at end June 2023.

PERSON-CENTRED CARE

Best Care | Person Centred Care | Jun-23
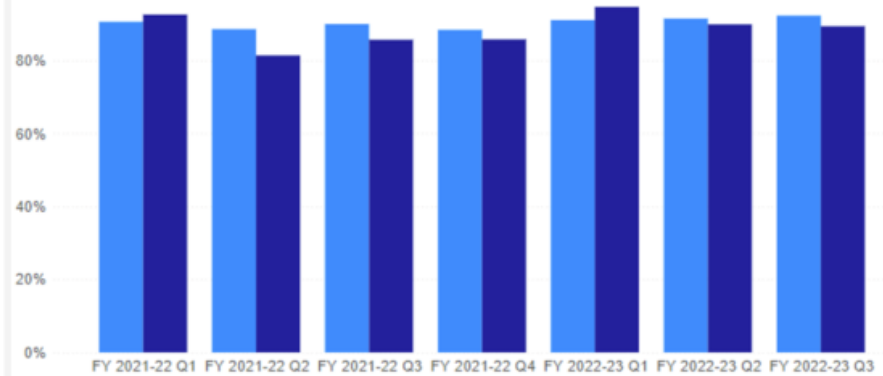
Health Roundtable - previous 12 months ⓘ

| Malnutrition per 10,000 episodes	Delirium per 10,000 episodes	Incontinence per 10,000 episodes	Falls resulting in fracture or intracranial injury per 10,000 episodes
Western Health	Western Health	Western Health	Western Health
9.3%	**31.5**	**5.7**	**7.7**
Peer Group: 4.6% (-4.7%)	Peer Group: 49.8 (+18.3)	Peer Group: 2.9 (-2.8)	Peer Group: 4.3 (-3.4)

Health Roundtable

Pressure Injuries per 10,000 episodes (prev. 12 months)

Western Health

6.8

Peer Group: 6.2 (-0.6)

VHES

Positive rating of overall hospital care - Adult Inpatients	Positive rating of involvement in care decisions - Adult Inpatients
89.4%	**66.4**
Statewide VIC: 92.3% (-2.9%)	Statewide VIC: 71.1% (-4.7%)
Last Quarter 89.9%	Last Quarter 71.6%

Riskman - Financial Year To Date

Falls per 100 bed days	Hosp-acquired Pressure Injuries per 100 bed days	% Complaints Closed within 30 business days
0.35	0.13	80%

VHES ⓘ

Positive rating of overall hospital care - Adult Inpatients

● Statewide(VIC) ● Western Health

Positive rating of involvement in care decisions - Adult Inpatients

● Statewide VIC ● Western Health

WESTERN HEALTH BEST CARE FRAMEWORK
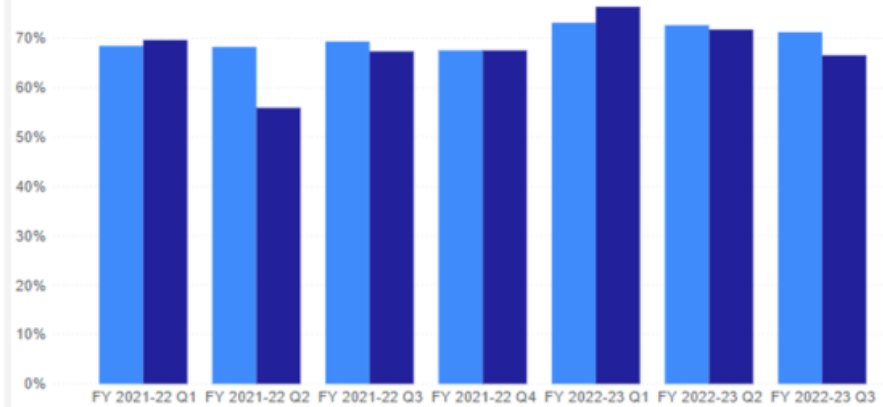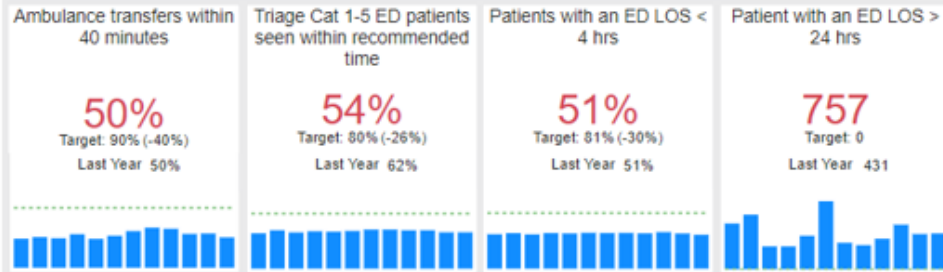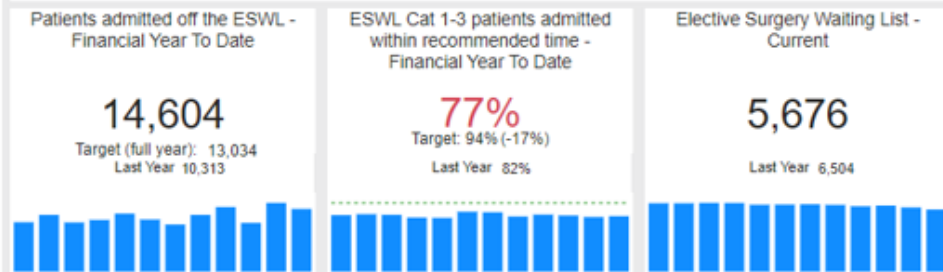
Best Care | Co-ordinated Care | Jun-23

Select Month
Jun-23

Emergency Department - Financial Year To Date   Campus All

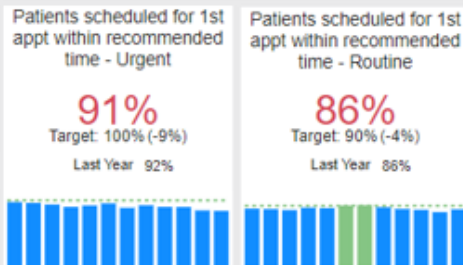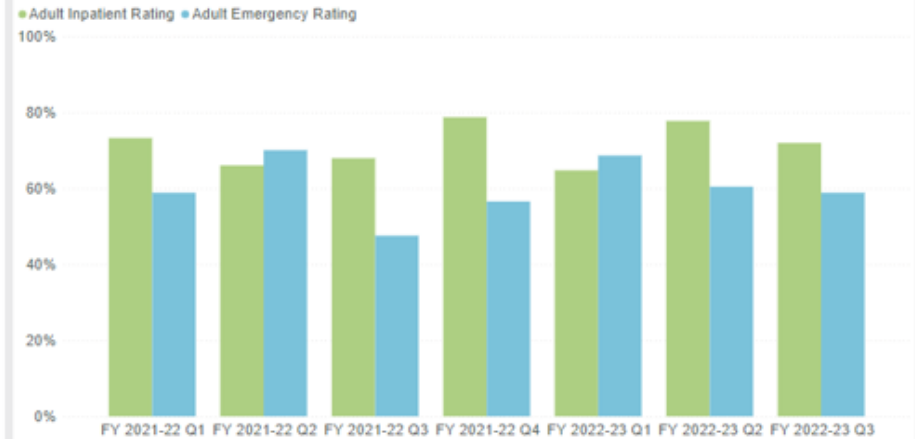**Ambulance transfers within 40 minutes**
50%
Target: 90% (-40%)
Last Year 50%

Triage Cat 1-5 ED patients seen within recommended time
54%
Target: 80% (-26%)
Last Year 62%

Patients with an ED LOS < 4 hrs
51%
Target: 81% (-30%)
Last Year 51%

Patient with an ED LOS > 24 hrs
757
Target: 0
Last Year 431

Elective Surgery

Patients admitted off the ESWL - Financial Year To Date
14,604
Target (full year): 13,034
Last Year 10,313

ESWL Cat 1-3 patients admitted within recommended time - Financial Year To Date
77%
Target: 94% (-17%)
Last Year 82%

Elective Surgery Waiting List - Current
5,676
Last Year 6,504

VHES

Rating of involvement in decisions about leaving hospital - Adult Inpatients
72%
VIC: 76% (-4%)
Last Quarter 78%

Rating of information on managing health & care at home - Adult Emergency
59%
VIC: 4=58% (+1%)
Last Quarter 61%

Outpatients - Financial YTD

Patients scheduled for 1st appt within recommended time - Urgent
91%
Target: 100% (-9%)
Last Year 92%

Patients scheduled for 1st appt within recommended time - Routine
86%
Target: 90% (-4%)
Last Year 86%

VHES KPIs

- Adult Inpatient Rating
- Adult Emergency Rating

(Bar chart with x-axis: FY 2021-22 Q1, FY 2021-22 Q2, FY 2021-22 Q3, FY 2021-22 Q4, FY 2022-23 Q1, FY 2022-23 Q2, FY 2022-23 Q3)

Rating of involvement in decisions about leaving hospital (%) - Adult Inpatients

- Western Health
- Statewide (Vic)

(Bar chart with x-axis: FY 2021-22 Q1, FY 2021-22 Q2, FY 2021-22 Q3, FY 2021-22 Q4, FY 2022-23 Q1, FY 2022-23 Q2, FY 2022-23 Q3)
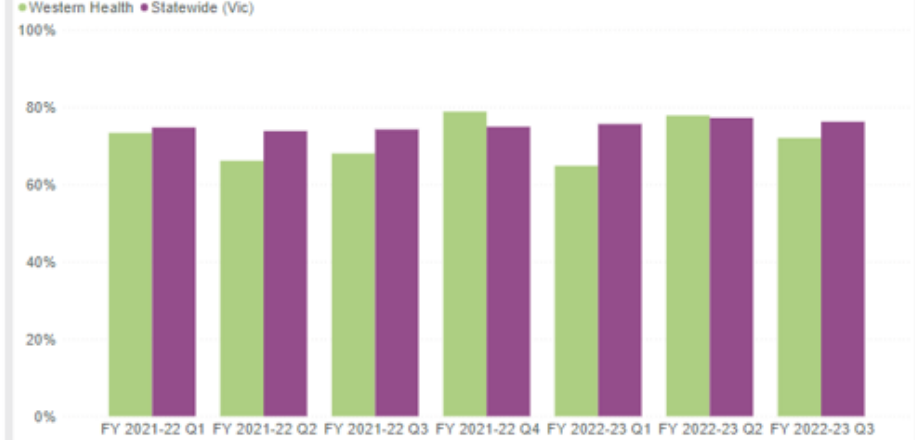
Best Care | Right Care | Jun-23

Select Month
Jun-23

Health Roundtable - prev. 12 months

28 day emergency readmission rate

Results Under Review

Western Health

6.2%

Peer Group: 7.2% (+1%)

Perineal laceration during delivery per 10,000 vaginal delivery episodes

Western Health

344.7

Peer Group: 347.5 (+2.8)

VHES

Positive rating of staff working as a team - Adult inpatients

79%

VIC: 82% (-3%)

Last Quarter 80%

Positive rating of overall hospital care - Maternity

96%

VIC: 94% (+2%)

Last Quarter 91%

VAHI

Average change in Functional Independence Measure (FIM) per day of care in rehab

0.86

Target: 0.65 (+0.22)

Last Quarter 0.77

% of emergency surgery performed <48hrs for fractured Neck Of Femur (NOF)

73%

Target: 80% (-7%)

Last Quarter 64%

% of singleton babies with severe fetal growth restriction delivered at ≥ 40wks gestation

24.3%

Target: 28.6% (+4.3%)

Last Quarter 24.9%

Internal Data

% Patients > 75 years asked about Advance Care Plan

63.5%

Last Year 61.7%

Mandatory Training Compliance

75%

Last Year 67%

% Babies in poor condition after birth (Apgar) FYTD

0.94%

Target: 1.40% (-0.46%)

Births Financial YTD 13,618

Rate of Postpartum haemorrhage (PPH) > 1500mls FYTD

2.5%

Last Year 2.5%

VHES

Positive rating of staff working as a team to provide care - Adult inpatients

● Western Health ● Victoria

FY 2021-22 Q1, FY 2021-22 Q2, FY 2021-22 Q3, FY 2021-22 Q4, FY 2022-23 Q1, FY 2022-23 Q2, FY 2022-23 Q3

Positive rating of overall hospital care - Maternity

● Western Health ● Victoria

FY 2021-22 Q1, FY 2021-22 Q2, FY 2021-22 Q3, FY 2021-22 Q4, FY 2022-23 Q2, FY 2022-23 Q3

SAFE CARE

Best Care | Safe Care | Jun-23

Health Roundtable - previous 12 months ⓘ

Standardised Mortality Ratio	Major Hospital Acquired Complication Rate	Healthcare Associated Infection per 10,000 episodes	Medication Complications per 10,000 episodes
Western Health	Western Health	Western Health	Western Health
90%	**2.3**	**83.3**	**4.2**
Peer Group: 105% (+15%)	Peer Group: 2.8 (-0.5)	Peer Group: 138.8 (-55.5)	Peer Group: 8.6 (-4.4)

Riskman - Financial Year To Date

ISR 1 Incidents	ISR 2 Incidents	Sentinel Events
11	**73**	**6**
Last Year 16	Last Year 132	Last Year (full FY) 18

VHES

Rating of feeling safe in hospital - Adult inpatients

91.0

Statewide VIC: 94.5% (-3.7%%)

Last Quarter 92.1%

Deteriorating Patients

Per 1,000 Admissions

Adult MET Calls	Adult Code Blue Calls
53	**8**

Medication Safety - Financial Year To Date

High Risk Medication Incidents

748

Last Year 630

Infection Prevention - Financial Year To Date

SAB Rate	CLABSI cases
0.70	**0**
Target: 0.70 (+0%)	

2022 People Matter Survey

Patient Safety Climate

Western Health Average

67%

Comparator Average 69%

VHES ⓘ

Rating of feeling safe while in hospital - Adult inpatients

● Western Health ● Victoria

References

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