
Pilot Project – FACT Program: Families and Carers as part of healthcare teams

Acute Care Learning Health Network

OFFICIAL

Questions and answers

Who is Safer Care Victoria?

Established in January 2017, Safer Care Victoria (SCV) is the state's healthcare quality and safety improvement agency. We work with consumers, families and carers, clinicians, and health services to:

- monitor and improve the quality and safety of care delivered across the Victorian health system
- run targeted improvement projects and collaboratives, spreading success across the state
- develop best practice clinical guidance and resources for clinicians
- review and support adverse patient safety event reviews to look for improvement opportunities
- engage purposefully and systematically with consumers, clinicians, health services and subject matter experts to ensure quality and safety improvement is a key agenda across the state.

Relevant resources

Follow the links below to learn more about the work we do:

- [Safer Care Victoria website](#)
- [Partnering in Healthcare Framework](#).

What is the Centre of Clinical Excellence?

The Centre of Clinical Excellence (CoCE) is the primary mechanism we use to engage consumers and clinicians to drive and promote quality improvement and innovation and address variation in clinical practice. Meaningful engagement with clinicians, healthcare leaders, consumers and the wider health sector will enable sustained improvement in the safety and quality of healthcare. The CoCE works collaboratively drawing on expertise in leadership development, innovation, system improvement, and consumer experience to achieve improvement objectives.

What is the Acute Care Learning Health Network?

The **Acute Care Learning Health Network** (LHN) was established in 2022 to drive and deliver priority work and make a sustainable impact across the acute healthcare system. It encompasses critical care, emergency, infectious diseases, and paediatrics. The Acute Care LHN brings together clinicians,

consumers, and improvement specialists, using data and evidence to improve clinical care and patient outcomes in the Victorian acute care sector.

What is the purpose of the FACT Program: Families and Carers as part of healthcare teams pilot project?

The pilot project aims to increase family and carer involvement in acute healthcare teams to improve patient outcomes and patient/carer/staff experiences. Health services recruited for the project will test a series of change ideas designed and developed by an expert working group comprised of consumers and clinicians (allied health, medical, nursing, quality, and safety). On completion of the pilot project, there is potential to scale and spread the project to other hospital wards and patient populations.

How many health services will be recruited for the pilot project?

It is expected that the pilot project will include at least 5 wards across metropolitan, regional, and rural hospitals in Victoria. However, this number may vary depending on applications.

Do I need to have any experience in quality improvement?

No, you do not have to have worked in quality improvement to be part of the pilot project.

What is the time commitment for this role?

Healthcare services must commit to the 12-month duration of the project, including participation in meetings/interactive learning sessions (tailored to requirements of the individual health service). This includes protected time (estimated at least 2-4 hours per week) for project work, inclusive of attendance at learning sessions, training of staff and collection of data before, during and after the project. Additional time may be required for self-directed learning through our quality improvement resources and informal and formal training opportunities.

Can I apply to have more than one ward at my health service included in the FACT pilot project?

Yes, you can apply for any of your health service campus or wards to be included in the pilot. Please remember, this will alter the time requirements and potentially the number of project team staff required.

Will I be remunerated for my time?

Health services and their pilot project team will play a key role in improving patient experiences, outcomes and preventing avoidable harm in their health service and the wider healthcare system in Victoria. You will not receive additional funding for participating in this pilot but project team members from participating healthcare services will be offered priority and free access to a tailored suite of quality improvement (QI) programs and improvement coaching throughout the project. The capabilities developed through participation and access to these QI programs will enable you to drive change initiatives in other areas of your health service.

Can my health service apply if it is situated in a regional or rural area?

Yes, regional, and rural health services are encouraged to apply. Meetings will be held virtually (via Microsoft Teams platform).

When do I start?

We are expecting the first project meeting for participants to be held on Thursday 18 January 2024 at 2 pm. Project teams must be available to attend this session. The timeframe for this project is 12 months, concluding in November 2024.

Who do I contact if I would like more information?

For further information please contact acutecarelh@safercare.vic.gov.au.