

## Creating lasting improvement in mental health and wellbeing services

The Mental Health Improvement Program (MHIP) at Safer Care Victoria is helping to build the capability and confidence of Victoria's mental health and wellbeing workforce to make impactful and lasting change.

The MHIP supports mental health and wellbeing services to implement reforms set out by the 2021 Royal Commission into Victoria's Mental Health System.

Supporting services to drive reform in a way that best suits their local environment, the MHIP help to build confidence and capability of services to make quality improvements now and into the future.

To implement important reform across Victoria by 2031, the MHIP partners with services to design and trial improvements and collect insight and data. Impactful changes will then be introduced to more services across the state.

### Supporting services to grow their improvement capability

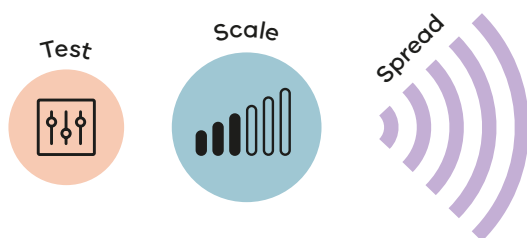
The MHIP creates partnerships with mental health and wellbeing services to support them as they equip their workforce with confidence, capability, resources and tools to improve quality and experience of care and safety for consumers, their families, carers and to support safer workplaces.

Using co-design methods to create ideas for improvement, the MHIP also supports services to use improvement science methodology to test and adapt improvements.

The MHIP encourages services to focus on making small, incremental changes, and offers support with implementation planning, data capture and measurement, coaching and change leadership.

Through being an active partner, the MHIP helps build a culture of continuous quality improvement within services and supports the workforce to embrace change.

The creation of a Mental Health Learning Health Network will help to share insights and information about improvements across the tertiary mental health and wellbeing workforce and to stakeholders more broadly. This will support more services as they begin to shape their own programs to implement the Royal Commission's reforms.



**Sensitive content warning**

This publication may contain content that readers may find distressing. For support, reach out to Lifeline (13 11 14), Beyond Blue (1300 224 636), 13YARN (13 92 76) or Rainbow Door (1800 729 367).

## What is improvement science and why is it part of the Mental Health Improvement Program?

Being used for the first time in Victorian mental health and wellbeing services, improvement science from the Institute for Healthcare Improvement (IHI) Model for Improvement is a methodology to help deliver lasting improvement and change.

The MHIP team use the IHI Model for Improvement to guide quality and safety improvement initiatives, as a way to support change capability within services, alongside additional frameworks and guidance.

The Improvement Model helps identify, define, and diagnose a problem, create a theory of change and to test 'change ideas' to determine if they will result in improvement.

The IHI's Model for Improvement has two parts:

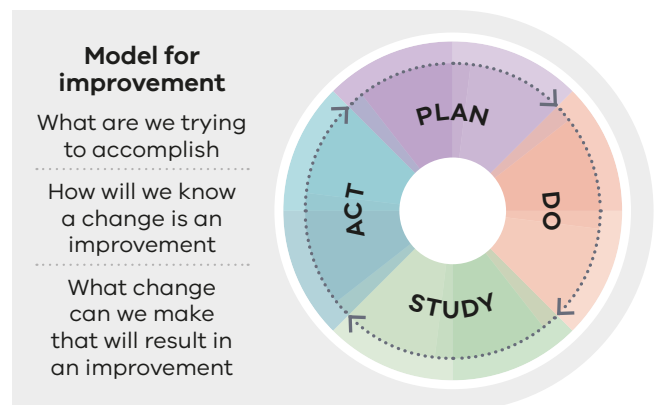
- three fundamental questions that allow aims to be set, establish measures, and select changes
- a testing cycle called Plan Do Study Act (PDSA) to test the impact of the proposed changes and adapt to suit the local context.

The Model for Improvement encourages a range of perspectives and voices to contribute to design and testing. This helps ensure the inclusion of people with Lived and Living Experience

and clinical and non-clinical perspectives are incorporated in all stages of the MHIP initiatives.

The MHIP team train and support participating services on all aspects of the methodology, from initial planning, throughout all improvements and the measurement of those improvements.

Providing the mental health and wellbeing workforce with in-depth knowledge of the methodology helps support their capability for change and enables services to apply similar methodology to other quality improvements.



### In action

At the Royal Children's Hospital, Whitney Cornell, Clinical Nurse Consultant, said they have been successfully using improvement science methodology with the support of the MHIP team.

'We have been working to reduce restrictive practice in our inpatient ward, and have use the Plan, Do, Study, Act cycle to help us test ideas like the introduction of proactive safety huddle with our ward teams.

Understanding improvement science has helped us with change even outside the projects we are directly working on with the MHIP team. Through the lens of PDSA, we can apply it to other improvements we are making to testing to create a safer ward for young people and our workforce.'



### Questions?

Get in touch at:  
[mentalhealthimprovement@safercare.vic.gov.au](mailto:mentalhealthimprovement@safercare.vic.gov.au)

Visit:  
[www.safercare.vic.gov.au/MHIP](http://www.safercare.vic.gov.au/MHIP)

To receive this document in another format email  
<[mentalhealthimprovement@safercare.vic.gov.au](mailto:mentalhealthimprovement@safercare.vic.gov.au)>

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  
© State of Victoria, Australia, Safer Care Victoria, August 2024 (2404737)