



Better Patient Safety Strategy 2020-2024



- Reduce the risk of harm to patients in Victoria's healthcare system
- More resources for looking after patients and managing risks effectively

As the State's insurer and risk adviser, we work with our healthcare partners and hospitals to reduce the risk of harm to patients in Victoria's healthcare system. This will keep patients safer, but it will also mean that health services have more resources for looking after patients and managing risks effectively.

VMIA's Better Patient Safety Strategy 2020-2024 is about working with our system partners to achieve these two goals.

Top three risks



General surgery



Emergency medicine



Obstetrics

How will we do it?



Frontline interventions

- With our system partners and health services, we will invest in initiatives that have been shown to improve patient safety and reduce medical indemnity claims.
- We will work with health services to make sure these interventions become business as usual in the delivery of care and part of a mature culture of risk management.



Relationships

- We will advise and support health service boards and senior executives to understand their organisation's risks and opportunities when it comes to reducing medical indemnity claims.

Relationships (continued)

- We will support health service boards and senior executives to implement effective patient safety systems and govern transparently and effectively.
- We will collaborate with senior executives and risk practitioners to improve the quality and timeliness of their reporting of adverse events that may lead to claims.
- We will be an advocate to our system partners for collective action on patient safety.
- We will work with health services to ensure serious adverse events, complaints and medical indemnity claims are investigated appropriately and managed effectively.
- We will share data and lessons learned from our claims experience with system partners and national and international stakeholders.



Financial levers

- We will design financial incentives for health services so that they send a clear signal that it is financially beneficial for them to improve patient safety.



Information

- We will work with health services and other system partners to collect more data of better quality about adverse events that may lead to claims.
- We will analyse claims and other data so that we can understand the factors that lead to organisational risk and medical indemnity claims.
- We will continuously review our frontline interventions to learn what is effective.



Thought leadership

- We will communicate and publish our insights into the factors that lead to organisational risk and medical indemnity claims, and how they can be addressed.
- We will build the appetite for changes in policies, practice, behaviour and culture that will reduce both the risk of harm to patients and the impact of adverse events on people and organisations.
- We will show health services the intrinsic benefits of becoming more mature when it comes to managing risk, so that change sticks even when incentives end.

Making sure we succeed

VMIA's Better Patient Safety Strategy 2020-2024 draws on lessons learned from earlier frontline interventions, insights from our data and research into organisational culture, and the expertise of practitioners in health systems here and overseas.

We will know that we have succeeded in meeting our objectives because we

- Our medical indemnity program is sustainable with fewer claims and more appropriately priced premiums.
- Risks relating to medical indemnity claims in health services are managed efficiently, effectively and sustainably.
- We target interventions more accurately.
- We intervene earlier and with more precisely targeted support to help people to recover after any adverse events that could lead to claims.



10%

of hospital inpatients are affected by one or more adverse events. Around 50% of adverse events are considered preventable.



Annual costs of adverse events to the Australian health care system alone could be in the order of

\$2 billion.

- We look forward to working with our partners to deliver real change in our hospitals and the wider health system.