

Delivering quality care to patients puts Victoria among top of world for health system performance

Victoria's health system is a global leader in delivering quality care to patients, according to a new report comparing how Victoria fares both nationally and on the world stage.

Released today by the Victorian Agency for Health Information (VAHI), *Health system performance: how does Victoria fare nationally and internationally?*, shows that Victoria ranks highly against other top performing OECD countries when it comes to healthcare.

The report shows that around nine out of 10 Victorians say their doctor spends enough time with them, explains things in a way that is easy to understand and involves them in decisions about their care and treatment. The results also put Victoria at the top of other OECD countries sampled when patients rated the care they receive from their regular doctor.

While strong relationships with health professionals and well-coordinated care are among the hallmarks of Victoria's health system, the report highlights disparities between the experience of people of below average income when compared to those of above average.

Unfortunately, while only 56% of Victorians on below average income were able to get an appointment on the same day or the next day when sick, far more (76%) on above average income were able to, highlighting inequalities, particularly in primary care.

The report compared Victoria's health system performance against 11 countries, including the UK, Canada, France, USA, Germany, and also Australia as whole. It draws heavily on findings from The Commonwealth Fund's 2016 International Health Policy Survey of Adults.

Dr Lance Emerson, CEO of the Victorian Agency for Health Information said this is the first time we've been able to compare Victoria's health system performance internationally.

'The report findings confirm that we have a world class health system here in Victoria.

'It helps us drive continuous improvements in care,' he said.

Minister for Health Jenny Mikakos said Victoria's health system was continuing to evolve to meet the needs of Victorians.

"Where once we only had emergency departments and general practices, Victoria now has a range of free and easy-to-access services, from on-the-road breast cancer screening to a 24-hour maternal and child health information line," she said.

"We are now rolling out free dental care across Victorian public schools with the first school dental vans having hit the road this year, saving families time and money."

"We are growing our health services, expanding our workforce and rolling out an extra 500,000 regional specialist appointments but this report highlights there is more to be done at a federal level to ensure all Victorians can get the care they need."

VAHI was established by the Victorian Government to improve the health of Victorians through timely, accurate and evidence-based research about health system performance.

Find out more: <https://www.bettersaferecare.vic.gov.au/reports-and-publications/health-system-performance-in-Victoria-adults-2016>

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