

Guide to VAHI reports



The Victorian Agency for Health Information (VAHI) produces a suite of reports for health services and the Victorian community. VAHI's reports are developed to meet the specific needs of our audiences, with the ultimate goal of improving healthcare for all Victorians.

Victorian Agency for Health Information

The Victorian Agency for Health Information (VAHI) was created in 2017 as part of the Victorian Government's response to *Targeting zero: supporting the Victorian hospital system to eliminate avoidable harm and strengthen quality of care*, the final report of a review into hospital safety and quality assurance in Victoria.

The Minister for Health assigned VAHI with the unique role to report timely and accurate information on the quality and safety performance of health services to enhance transparency and accountability, improve oversight, and ultimately improve care and outcomes for Victorians.

VAHI's reporting products include:

- Quality and safety reports – *Inspire* and *Board Safety and Quality Report*
- Overall performance reports – *Monitor* and *PRISM*
- Public reporting – *Victorian Health Services Performance* website quarterly update

Inspire and the *Board Safety and Quality Report* are new reports created by VAHI to address specific recommendations in *Targeting zero*. *Monitor*, *PRISM* and the *Victorian Health Services Performance* website were previously produced by the Department of Health and Human Services (the Department).



Inspire



The *Inspire* report is specifically targeted towards lead clinicians such as chief medical and nursing officers. It contains results for a selection of relevant quality and safety measures from *Monitor* (i.e. quality and safety indicators included in health services' *Statement of Priorities*) and additional measures deemed a priority by the Clinical Measurement and Reporting Committee (the committee established to advise VAHI on clinical improvement).

Performance targets are intentionally omitted from *Inspire* as the information is intended to drive continuous quality improvement, even when a public health service's performance may already be 'better than target'.

To promote detailed clinical review at health service level, *Inspire* includes more detail for some measures than is provided to board members in the *Board Safety and Quality Report*. It also includes insights from Safer Care Victoria to support interpretation of the results and translates that into opportunities for improvement.

A statewide edition of *Inspire* is produced each quarter. In addition, individual health service editions are produced for health services with results for specific measures.

Periodically, special issues of *Inspire* will be produced to report on a range of measures not contained in the regular quarterly report. The special issues will be driven by our audience's priorities, including Safer Care Victoria and the Clinical Measurement and Reporting Committee.

VAHI is developing a secure clinical portal to provide clinicians with access to a broader range of quality and safety measures than can be included in a regular quarterly report. The interactive portal will help clinicians easily locate the measures they want to review.

| Audience | Frequency | Purpose |
|---|-----------|---|
| Lead clinicians (e.g. directors of medical services, nursing, allied health, leads of Clinical Networks) | Quarterly | <p>To inform, stimulate and drive improvements in safety, quality and outcomes by providing clinical leaders with detailed information on their health service's quality and safety performance across relevant measures.</p> <p>To support Safer Care Victoria's quality improvement agenda by providing lead clinicians with insights and advice on how to drive improvements in their results.</p> |

Board Safety and Quality Report



The *Board Safety and Quality Report* contains results for a selection of quality and safety measures and is designed for board members to support their governance role, particularly relating to quality and safety.

Performance targets are intentionally omitted from the *Board Safety and Quality Report* as the information is intended to drive continuous quality improvement, even when a public health service's performance may already be 'better than target'.

All of the information contained in *Board Safety and Quality Reports* has been provided to clinicians first through *Inspire*. This ensures clinicians and boards are reviewing and monitoring the same performance indicators, and planning improvement efforts based on the same information.

Individual health service reports are grouped into three subsets – metropolitan, regional and rural – to support comparisons with results of other, similar health services.

| Audience | Frequency | Purpose |
|---|-----------|---|
| Public health service boards (primary audience) Public health service CEOs | Quarterly | To contribute to strengthening oversight of the Victorian health system by providing public health service boards with detailed information on the quality and safety of their health service. To enable board members to fulfil their governance roles in relation to quality and safety. |

Monitor



Monitor reports on the performance of public health services against targets agreed in their *Statement of Priorities*. It includes key indicators related to quality and safe care, governance and leadership, timely access to care and financial management. Where the Government has established a target, performance against that target is reported in *Monitor*.

Each health service receives a tailored edition of the report, with their results shown against their targets. The format of *Monitor* data aims to clearly and simply show whether or not the health service has met the target for each measure.

The Department receives all editions of *Monitor* at the same time that health services receive their versions.

| Audience | Frequency | Purpose |
|---|---------------------------------|--|
| Public health service CEOs (primary audience) Public health service boards The Department | Monthly, quarterly and annually | To provide public health service health chief executive officers and the Department with regular performance information across all measures contained in their <i>Statement of Priorities</i> . To support CEOs to better fulfil their governance and oversight roles and responsibilities with timely information across all performance domains. To inform routine performance management discussions between health services and the Department. |

PRISM

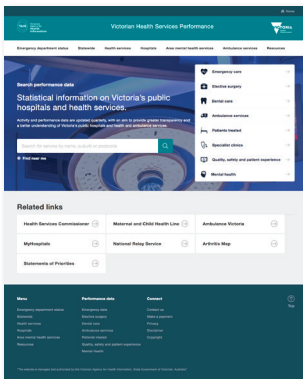


The *Program Report for Integrated Service Monitoring (PRISM)* report contains health services' results across a wide range of access, safety, quality, operational and financial performance indicators not contained in *Monitor*.

VAHI will consult with stakeholders to assess ongoing information needs in relation to *PRISM*.

| Audience | Frequency | Purpose |
|---|---|---|
| Public health service executives (primary audience) The Department | Monthly (Department only), quarterly and annually | To contribute to strengthening oversight of the Victorian health system by providing public health service executives and the Department with a broader range of performance information to compliment Monitor. |

Victorian Health Services Performance website



Each quarter VAHI releases a publicly available, web-based update of results on a range of performance measures at health service level. The quarterly release of data is prepared by VAHI and published on <http://performance.health.vic.gov.au/>.

| Audience | Frequency | Purpose |
|--|-----------|--|
| Public (primary audience) Media The Department Public health service executive and clinicians | Quarterly | To provide Victorians with an accurate picture about the performance of health services in their local area. |

How do the reports fit together?

Each report produced by VAHI contains a relevant set of measures for the target audiences.

- *Monitor* contains the largest set of measures from VAHI's data holdings. All of the measures are in health services' *Statement of Priorities*.
- *PRISM* contains additional measures not found in the *Statement of Priorities*.
- *Inspire* contains quality and safety measures found in *Monitor*, plus additional measures to drive quality and safety improvements.
- *Board Safety and Quality Report* contains a subset of the quality and safety measures found in *Monitor* and *Inspire*.
- The *Victorian Health Services Performance* website quarterly update contains information already provided to health services through one or more of VAHI's reporting products.

Looking to the future

VAHI's reporting products will evolve and develop as VAHI matures.

As part of a regular planning and development process, VAHI will consult with its stakeholders to develop a reporting program for each financial year.

In addition, each product will be formally reviewed at least every three years.

At present, *Inspire* and *Board Safety and Quality Report* are produced for public health services. We are working with private hospitals regarding their reporting needs for the future.

VAHI will also undertake targeted market research in 2018–19 to improve our understanding of our target audiences and inform future directions for our reporting suite.

Feedback



VAHI is committed to continual improvement. We will develop the reporting products as we better understand the needs of the different audiences and the ways in which we can support them.

We encourage your continuing feedback on the reporting products. We want to hear if the reports are meeting your needs, or if there are any areas where you would like to suggest improvements.

Feedback can be provided to: vahi@vahi.vic.gov.au