

Position Title: Grampians Region: Safer Together Program Quality Improvement Advisor

Campus: Any Grampians Region Health Service

Directorate:

Department: Grampians Local Health Service Network (GLHSN)

Reporting to: Direct: Safer Together Program Coordinator

Indirect: Executive Director, GLHSN

Direct Reports: None

Appointment Terms/Conditions:

Classification and Code	HS6
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ORGANISATIONAL INFORMATION

Grampians Local Health Service Network

The Grampians Local Health Service Network (GLHSN) brings together 8 individual health services across the 50,000km² Grampians Region. Health services within the GLHSN include Grampians Health (Lead), Beaufort and Skipton Health Service, Central Highlands Rural Health, East Grampians Health Service, East Wimmera Health Service, Maryborough District Health Service, Rural Northwest Health and West Wimmera Health Service. By enabling deeper collaboration across each region, Networks aim to support:

- equitable and consistent care for patients across their geography
- a consistent and coordinated approach to optimising workforce planning and management
- effective utilisation of health resources to deliver value for Victorians.

Grampians Health (Employer)

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration <i>We are stronger together.</i>	Compassion <i>We show that we care.</i>	Accountability <i>We do what we say and say what we do.</i>	Respect <i>We appreciate and value all people.</i>	Innovation <i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

SCV Safer Together Program

Safer Care Victoria (SCV) statewide safety improvement initiative, the Safer Together Program, will take a systems approach to target key priority areas focused on creating a safer and more sustainable healthcare system for all

Victorians. The GLHSN Safer Together Program (STP) will be the key conduit between SCV and health services across the Grampians region, supporting the implementation of the STP connected delivery model.

Networks establish their own Safer Together Program Teams (the Teams). The teams will work collaboratively with SCV, their respective health services and other Network's STP teams to identify and drive improvement opportunities and disseminate best practices. The Teams will regularly engage with SCV's Improvement Branch to support STP implementation, by identifying implementation risks and mitigation strategies, and meeting reporting requirements. All health services will be expected to engage with the Safer Together Program (STP) and contribute to the overall program measurement strategy.

POSITION BACKGROUND AND PURPOSE

Improvement support roles provide additional capacity at the network level to support the delivery of Safer Together Program (STP) priority projects and activities. These roles are intended to offer targeted assistance across health services within the network. They are particularly valuable where improvement capability or capacity is limited. These roles are designed to work across multiple services to promote more equitable access to improvement expertise. They operate in partnership with SCV but remain regionally governed and delivered. A shared understanding and clear delineation of responsibilities between SCV and GLHSN teams is essential for effective collaboration.

The role will:

- Strengthen Quality Improvement (QI) capability and knowledge across the Grampians Local Health Network
- Support health services participating in STP projects to achieve aims, key milestones and measure success.
- Support the Regional M&M/QI Improvement committee disseminate and implement key recommendations across the wider GLHSN.
- Strengthen engagement across the health system in the GLHSN
- Support the design and delivery of locally QI projects which complement STP priority areas and the GLHSN Statement of Expectations.
- Work with a small, but dynamic team, striving to improve health outcomes across the region

KEY RESPONSIBILITIES INCLUDE:

- Actively participate in SCV-led STP priority project activities and events
- Provide 1:1 formal QI coaching to services participating in STP priority initiatives
- Support the design and delivery of local improvement projects aligned to STP priority projects including Regional Emergency Department and Urgent Care Morbidity and Mortality Meeting, Improvement on the Run and HIRAID – an evidenced based nursing framework designed to improve patient care.
- Tailor SCV-developed change packages for local implementation, while maintaining improvement science rigour to maximise likelihood of success
- Ensure all regionally led projects adhere to improvement science principles and are outcome focused
- Deliver or coordinate QI training across the network, using SCV/Improvement on the Run resources and tools
- Provide foundational QI education to new or emerging QI teams at health services, regardless of their participation in STP priority project
- Engage and educate nonparticipating services by sharing agreed lessons learned from active project participants, helping to build readiness for future participation
- Share early insights and improvements observed across the network, in alignment with SCV guidance and/or data-driven outcomes

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in Quality Improvement in a Healthcare setting
- Healthcare improvement methodology qualification or experience

Qualifications and Experience

- Registered Nurse, Allied health or clinical background preferred
- Improvement methodology qualification or experience

Technical/Professional Knowledge and Skills

- Ability to understand and interpret healthcare data
- Ability to prepare reports
- Willingness to undertake change management across the region

Work Environment

- The role involves working within the Grampians Local Health Service Network, encompassing both remote and on-site collaboration. Ability to travel across the region is necessary.

Personal Attributes

- Proven respectful engagement with a range of diverse people
- Ability to work independently or part of a wider team
- Flexible, can-do attitude

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.