

Improving Care Initiative

The Improving Care initiative is a partnership between the Community Services Quality and Safety Office (CSQSO), Safer Care Victoria (SCV) and the Institute for Healthcare Improvement (IHI).

The initiative seeks to improve the care and experiences of children and young people in residential care services in the West of Victoria. It will also build capability across the residential care system to support the delivery of improvements in the future. The initiative will be co-designed and co-delivered with children and young people with a lived experience of residential care to ensure the improvements address what matters most to them.

Participants will benefit from:

- Regular improvement science support and coaching to effectively use evidence-based improvement methodology;
- Action learning opportunities to accelerate improvement by rapidly sharing and learning with other teams; and
- Face-to-face (where possible) and virtual Improvement Workshops to facilitate learning, information sharing and knowledge building across participating teams.

Five foundation workshops were held in April and May 21 with young people, residential workers and key stakeholders. These workshops focused on what matters most to improve the residential care experience for young people. A driver diagram was developed with a purpose statement and four key focus areas:

- Child, young person and family-centred placement
- Safe house environment
- Consistent and supportive health and social care
- Individualised learning pathways

Following the Foundation phase, the Improvement Phase will be run from July 2021 to June 2022. Improvement Teams will work collaboratively with children and young people to design and deliver improvements across a portfolio of projects that will take place as part of daily activity in individual residential homes and placement settings.

The goal is to build a learning community that will actively test change ideas, share what does and does not work, track progress and adapt ideas to achieve improvements. Improvement Teams will continue to design and prioritise change ideas that will be tested, refined and implemented if the change is proven to result in improvement.

The initiative will conclude with strategies to hold the gains made throughout the Improvement Phase and plan to spread successful improvements across the residential care sector.