



vmia

Incentivising Better Patient Safety Guide

Providing insurance refunds to
public hospitals for undertaking
best practice training

- » Skilled staff provide better care.
- » Better care reduces the risk of harm to women, babies and families.
- » For maternity services that means fewer claims.

Incentivising Better Patient Safety is about striving for better outcomes and encouraging participation in best practice training, which has been demonstrated to improve care and outcomes for women and babies in the birth suite.



A 5% refund on your premium

Starting in the 2018-19 financial year, public maternity services that provide maternity training according to certain criteria will receive a refund of 5% on the obstetrics component of their medical indemnity premiums.

To receive the refund, your organisation must deliver training in:

- Multidisciplinary maternity emergency management
- Fetal surveillance, and
- Neonatal resuscitation.

Benefits

Better outcomes for women and babies	✓
A higher standard of care	✓
Improved risk culture	✓
Fewer claims	✓



Since 2003, PROMPT training (along with other maternity risk management activities) have reduced obstetric claims to VMIA by 64%.



Skilled staff

Better care

Better outcomes for women and babies

Fewer claims

A safer start in life

Our records show a strong decline in the number of claims for incidents in maternity care since health services started training their staff in PROMPT and fetal surveillance in 2003.

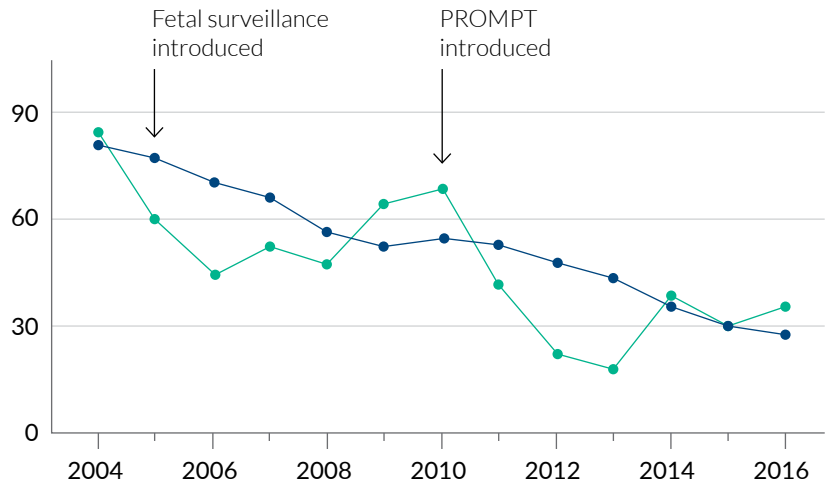
Analysis has also revealed the most common factors causing harm.

As the state's risk adviser and insurer, we are able to identify these patterns and share this information with health services to demonstrate the benefits of training programs.

This is vital information for decision makers. VMIA is now providing an incentive for public maternity services to continue training clinical staff in skills known to reduce risks to women and babies in the birth suite.

Our risk advisers are here to help. We can work with you to tailor an action plan that's right for you.

Figure 1 shows the number of claims dropping as training programs are delivered in Victorian public hospitals



Since the introduction of fetal surveillance training the number of deaths due to intrapartum fetal hypoxia has reduced by 51%.

- Number of claims (exposure adjusted)
- Number of claims (rolling 5 year average)

How to get the refund



- 01 Train your staff in programs that meet VMIA's training criteria.
- 02 Attest that 80% or more of your birth suite staff have received training every year in the three areas of practice.
- 03 Submit your evidence to VMIA at the end of 2018-19.

Public maternity services in Victoria (Capability Levels 2 to 6) are eligible to participate in the program.

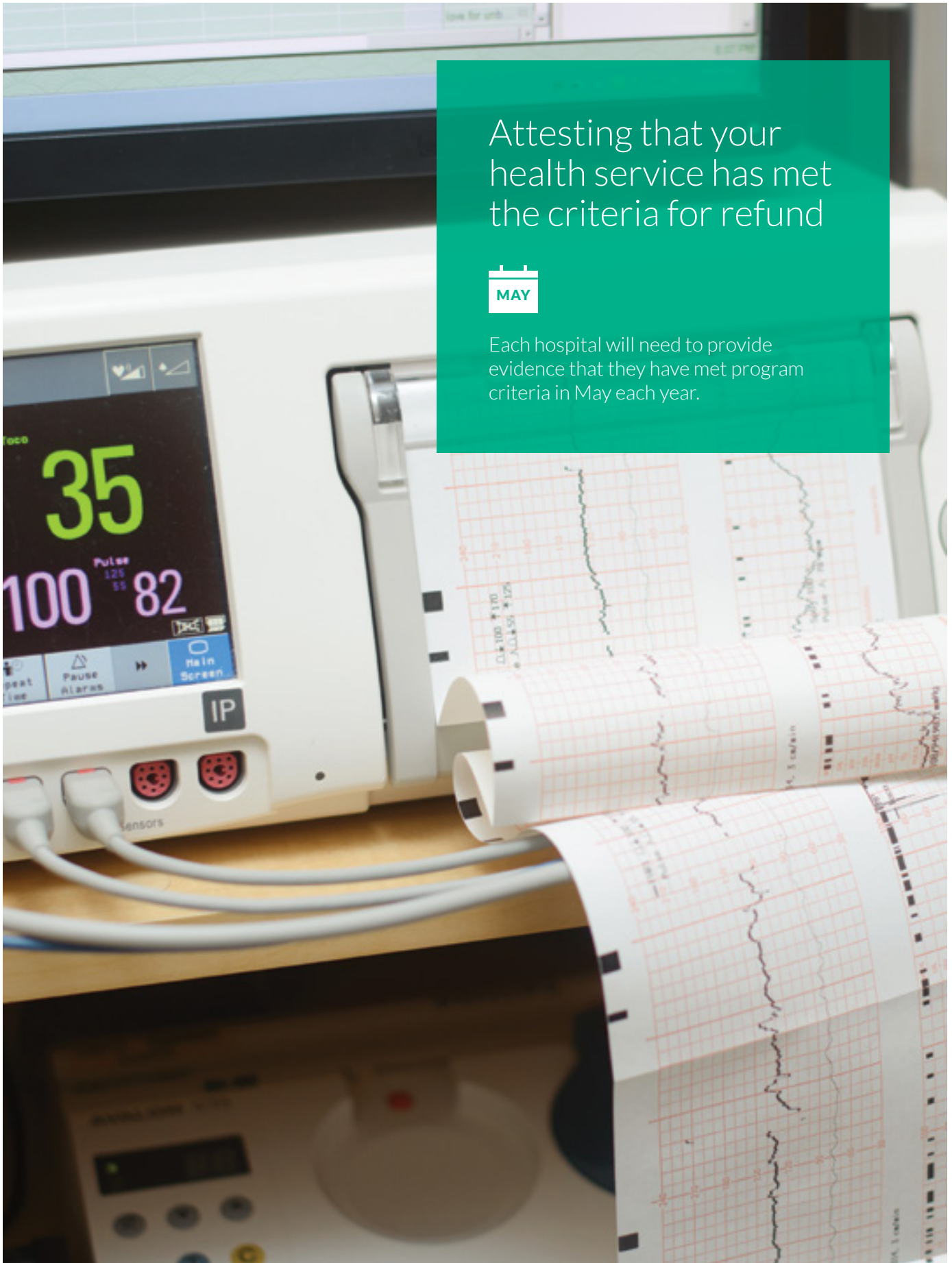
VMIA will assess the evidence from each maternity service in May and June of each year and, if the eligibility criteria have been met, your health service will receive its refund in June.



Attesting that your health service has met the criteria for refund

MAY

Each hospital will need to provide evidence that they have met program criteria in May each year.



Making sure the program delivers results

VMIA may audit health services. Maternity services must keep appropriate education and training records, including records of external programs attended by your clinical staff. Your risk adviser can provide you with more information and support if needed.

VMIA will review and report on the effectiveness of the program and assess if it is working from the point of view of health services.



“When a woman I was caring for collapsed unexpectedly, I used the skills I built on in PROMPT to effectively manage the multidisciplinary team needed to save her life.”

Reva, Registered Nurse and Midwife



Implementing a training program in your health service

By training clinical staff in the three areas of focus, your health service will be eligible for a 5% refund on the obstetrics component of your medical indemnity premium – in addition to improving outcomes for women, babies and families.

To receive the refund, more than 80% of clinical staff who work in the birth suite will need to be trained. Some clinical specialities are excluded—please refer to Q1.6 in the FAQs for further information.

Each hospital will also need to attest that its training programs meet certain criteria, which we have outlined in the eligibility criteria section of the operating manual.

The eligibility criteria outlines training programs in each area of focus along with information about content and delivery. The eligibility criteria also includes the criteria for attesting that the training you deliver to your staff meets requirements. You can also refer to the Glossary of Key Terms and the FAQs.

VMIA wants to reward Victorian maternity services for exceptional care. If you need support, our risk advisers can work with you on an action plan that is right for your health service.



Many adverse events in the birth suite are avoidable. Staff who receive regular training will be able to better manage the risk of these events.





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