

Managing behaviours of concern

Expression of interest: Expert working group

Background

The Emergency Care Clinical Network (ECCN) works with clinicians to improve the quality and safety of care provision in Victorian emergency care settings including ambulance, emergency departments and urgent care centres. The network hosted a strategic planning day in April 2018, attended by over 160 clinicians, to set the priorities for the network over the next three years. Feedback from the strategy day and from the broader emergency care sector has highlighted management of behaviours of concern as a key priority for the network.

Behaviours of concern, or acute behavioural disturbances, are characterised by agitated and/or aggressive behaviour of an individual who is subsequently at risk of causing harm to themselves or other patients, relatives/visitors or staff. These behaviours of concern can arise from patient, staff and environmental factors both alone or as a result of their interaction. There is growing concern in emergency care services regarding the management of these patient presentations as they are increasing in occurrence, pose significant safety risks and are difficult to manage due to limitations in staffing, facility design and standardised guidelines as well as delays in access to specialised care and consultations.

Why apply?

As a member of this expert working group you will:

- have a unique opportunity to contribute to a statewide quality initiative in the emergency care setting
- identify the issues surrounding managing behaviours of concern specific to the Victorian emergency system
- contribute to the review of national and international experience with improving models of emergency care for managing behaviours of concern
- identify best practice management of emergency presentations of behaviours of concern with respect to facility design, staff training, clinical pathways/protocols/guidelines, referral pathways and access to specialised care and consultations
- provide clinical or consumer leadership and advice to ECCN on matters impacting managing presentations of behaviours of concern
- make recommendations for optimal emergency care for behaviours of concern presentations to ambulance, urgent care centres and emergency departments in Victoria.

Who are we looking for?

We are seeking emergency care clinicians from both metropolitan and regional/rural areas in public and private services with relevant expertise and experience to join the expert working group. Relevant clinical backgrounds include medicine, paramedicine, nursing and allied health/pharmacy.

We are also seeking consumers who have experienced emergency care (ambulance, emergency departments or urgent care centres) as a patient or carer.

Time commitment

This expert working group will form phase one of a three phase process. Phase one is anticipated to run for approximately three months, phase two for six months and phase three for twelve months. At the conclusion of each phase, members will be invited to continue across the subsequent phases of the initiative if they wish to remain involved. Members will be expected to attend the expert working group meetings for up to 2 hours each, for the duration of the phase one initiative. Scheduled meetings include:

- Thursday 30 August 2018, 2–4pm – 50 Lonsdale St, Melbourne (teleconference/videoconference available)
- Thursday 4 October 2018, 2–4pm – 50 Lonsdale St, Melbourne (teleconference/videoconference available)
- Thursday 1 November 2018, 2–4pm – 50 Lonsdale St, Melbourne (teleconference/videoconference available)
- Thursday 29 November 2018, 2–4pm – 50 Lonsdale St, Melbourne (teleconference/videoconference available).

What do I need to know?

- the application process will be advertised and promoted online
- applications will be reviewed by a selection committee from Safer Care Victoria
- applications close **Wednesday 25 July**.

How to apply

Email emergencycare.clinicalnetwork@safercare.vic.gov.au and include the following:

- 'ECCN Managing behaviours of concern' in the subject line
- one paragraph outlining
 - why you are interested in being involved in the expert working group
 - any relevant experience or skills you will bring to the expert working group
- a completed confidentiality agreement.

More information

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Frequently asked questions

Who is Safer Care Victoria (SCV)?

Safer Care Victoria (SCV) is the state's healthcare quality and safety improvement agency. SCV works with consumers, families and carers, clinicians and health services to monitor and improve the quality and safety of care delivered across our health system.

Relevant publications

- [SCV Strategic plan 2017–2020](#)
- [SCV Corporate plan 2017–2018](#)
- [SCV framework for Clinical Networks](#)
- [Clinicians as partners: A framework for clinician engagement](#)

What is Safer Care Victoria's relationship with the Department of Health and Human Services?

SCV is an administrative office Administrative Office of the Department of Health and Human Services.

Under section 14(1) of the *Public Administration Act 2004*, an Administrative Office head is responsible to the Secretary in relation for the general conduct and effective management of the functions and activities of the Administrative Office.

At a functional level, SCV provides advice to the department on clinical quality and the safety implications of policy, planning and funding decisions.

What are the Clinical Networks?

Our 11 clinical networks link SCV with clinicians in health and community services, drawing on their expertise to drive improvements. They play an important role in supporting high quality healthcare, which is person-centered, safe and effective



The clinical networks are tasked with:

- identifying and implementing care that is supported by the best available research
- improving the quality and safety of care delivered to patients
- monitoring the performance of health services over time
- providing advice to SCV and the Department of Health and Human Services.

Each clinical network has a governance committee, an insight (data and evidence) subcommittee and various other working groups that will provide clinical leadership, expertise and advice to SCV.

A core principle for the clinical networks is to always act in the best interests of consumers and the wider Victorian community.

As part of our commitment to consumer representation, we include consumers and/or carers on each of our clinical network's governance, insight committees and expert working groups. We need consumer representatives from throughout regional, rural and metropolitan Victoria. Teleconferencing options are supported.

To ensure consumers are able to contribute as true partners in clinical network activities, all consumer representatives will be provided with appropriate orientation on commencement.

What is the Emergency Care Clinical Network?

The Emergency Care Clinical Network is a broad network of health professionals, health organisations and consumers who are committed to working collaboratively to identify, implement and deliver best practice emergency care to all Victorians. Emergency care settings include ambulance, emergency departments and urgent care centres.

The network supports and facilitates frontline clinicians in a number of evidence-based improvement projects and undertakes best practice projects in caring for vulnerable groups, patient safety and patient-centred care. The network also conducts a range of training programs from emergency clinicians to enhance their capability and improve care.

What is the Governance Committee?

The clinical network governance committees represent the consumer and clinician member interests, and provide a mechanism for making decisions as well as an avenue for two-way information exchange with SCV.

What is the Insight subcommittee?

The clinical network Insight subcommittees facilitate the identification and use of meaningful clinical data. Specific to this committee is the ability to identify, analyse and interpret data and use this information to participate in decision-making processes to inform the work of the clinical network.

What are the expert working groups?

Subcommittees or working groups will be mobilised to address specific issues and are considered an important engagement strategy for the networks.