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## HEAR Me pilot | Expression of interest

### ABOUT THE HEAR ME PILOT

Patients and carers are often the first to recognise that something is not right. To empower consumers to voice these concerns and improve patient safety Safer Care Victoria is piloting a new 24/7 escalation of care call service, HEAR Me.

Under Standard 8: Recognising and Responding to Acute Deterioration of the National Safety and Quality Health Service Standards, health services must have processes for patients and carers to directly escalate care.

Our 24/7 call service will provide an additional safety net for patients and carers to communicate unresolved concerns and receive a timely and appropriate response from their health service.

The pilot will run for six months from July 2019 and will include a mixture of public and private health services from metropolitan, regional and rural areas.

A steering committee and expert reference group, including consumer representatives, will be established to provide governance and oversight.

Pilot sites will receive funding to provide staff training. SCV will provide resources such as posters and flyers, which will be refined during the pilot phase.

More information on external reporting requirements will be made available during the pilot.

### WHY APPLY?

As a pilot site, your health service will:

- be one of the first to roll out a new escalation of care service
- contribute to a statewide quality improvement initiative that supports the delivery of high-quality care and experiences for patients and carers
- help shape a standard approach for the introduction of HEAR Me in health services across Victoria
- contribute to the development of key messages to build public awareness of the call service.

### WHAT ARE WE LOOKING FOR?

- Health services that work in close partnership with patients, carers and communities
- A willingness to capture and share local experiences of patient and carer escalation of care to support project planning and evaluation
- Strong support at all levels of the health service
- **CEO nominated** patient and carer escalation/HEAR Me champions at:
  - executive level
  - managerial level
  - consumer participation area (health service staff or consumer representatives).

## WHAT IS INVOLVED?

Pilot sites will need to:

- gain project support from health service executives and appropriate senior clinicians
- assemble a project team to prepare the organisation for the introduction of the HEAR Me call service
- provide a dedicated HEAR Me number that will be manned 24/7, as well as back-up number(s)
- establish processes for independent reviews of patients who make a HEAR Me call (these arrangements will vary between health services)
- review the circumstances leading up to and following a call
- capture and share patient and carer escalation data and learnings to support the development of an evidence-based HEAR Me implementation framework.
- participate in a community of practice with other pilot sites.

## EXPRESSION OF INTEREST PROCESS

- Applications will be reviewed by a selection committee from SCV.
- Applications close **Friday 3 May 2019**.
- Successful applicants will be notified by 10 May 2019.

## HOW TO APPLY

Email [cherann.edwards@safercare.vic.gov.au](mailto:cherann.edwards@safercare.vic.gov.au) with 'HEAR Me pilot' in the subject line and include the following:

- why your health service would like to participate in the HEAR Me pilot, including how this project aligns to your organisation's strategic plan (500 words maximum)
- your organisation's processes for patient and carer escalation of care
- names and position titles of your nominated patient and carer escalation/HEAR Me champions
- supporting documentation that will assist in answering the above.

## MORE INFORMATION

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