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Securing
better health
outcomes for
Australia

Working together to support
innovation in quality and safety

A focus on quality and safety

At Medibank Private, we're committed to ensuring our members experience the best health care possible.

That's why we're supporting our health care partners as they continue to improve their quality and safety standards to secure better care and a better patient experience for our members.

Medibank Private is working towards helping all Australians, not just our own members, have a safer hospital experience and better health outcomes.

A changing landscape

Focusing on quality and safety improvements represents an opportunity to ensure the health care we purchase achieves the best health outcomes for our members.

Last year, private health funds paid \$8.6 billion in benefits for members and our share was over 25% of this total. Health costs are continuing to rise as our population ages and chronic diseases, such as diabetes, become more prevalent.

At the same time, local and international research confirms that the direct costs associated with managing less than optimal care represent a significant proportion of health care funding. A commitment to quality and safety is a healthy approach for everyone.

Our track record

With this in mind, in recent years we've undertaken a new approach to arrangements with our hospital partners. We have embedded a new framework of quality and safety in our contracts to make sure our members receive optimal care. Since then, we've continued to take a more active role in championing quality and safety in health care for all Australians.

Leading in partnership

In partnership with our health care providers, we've also introduced a range of initiatives, including:

- Member Hospital Experience Survey
- Member Liaison Service pilot
- the Medibank Private Safety and Clinical Improvement Incentive Pool.

These initiatives are designed to enhance the patient experience and improve health outcomes by assisting patients to be better informed.

What is 'quality'?

Quality is the extent to which a health care service or product produces a desired outcome or outcomes.*

Delivering optimal care relies on the quality of the systems and processes in place. The best systems are designed to make it hard to 'do the wrong thing' that may lead to patient harm.

* Australian Commission for Safety and Quality in Health Care



Listening to our members

Listening to our members is a critical part of ensuring that our members' health care experience meets their expectations.

To assess how we and our hospital partners are performing, Medibank Private has commenced regular surveying of our members to find out more about their hospital experience. The aim of the survey is to improve the quality of care our members receive in hospitals and ensure members receive the level of service they've come to expect from Medibank Private.

This insight will help us to work with our health care providers to continually improve the care and service that our members receive.



Adding value to the patient experience

Last year, Medibank Private launched the Member Liaison Service pilot, designed to assist members during their hospital stay.

The service aims to ensure Medibank Private members are fully aware of their health cover and also help them with any other queries. Since the pilot began, our Member Liaison Service staff have been in contact with nearly 4,000 members.

Our members and our hospital partners have welcomed this initiative, and we look forward to continuing to assist our members in being better informed.

Medibank Private Safety and Clinical Improvement Incentive Pool

We are committed to rewarding clinical excellence, and have allocated \$1.9 million to 73 quality and safety initiatives across our national Members' Choice network over the last two years.

This funding assists our partners in developing innovative systems and approaches to clinical care issues such as falls prevention, medication management and infection control.

And, to maximise the value of these partnerships, we'll continue to make sure the learnings from the projects are communicated across the industry.

Grants were allocated to:

ACT

Calvary Private Hospital
The National Capital Private Hospital

New South Wales

Baringa Private Hospital
Canada Bay Private
Newcastle Private Hospital
St George Private Hospital
St Vincent's Health and Community Services
St Vincent's Private Hospital
Sydney Adventist Hospital
Wesley Private Hospital
Westmead Private Hospital
Wolper Jewish Hospital

Queensland

Allamanda Private Hospital
Friendly Society Private Hospital
Greenslopes Private
John Flynn Private
Mater Misericordiae Hospital, Rockhampton
Mater Misericordiae Hospital, Townsville
The Peninsula Private Hospital

South Australia

Calvary Health Care
Flinders Private Hospital
Keith & District Hospital Inc
Mount Gambier Private Hospital
St Andrew's Hospital
The Memorial Hospital

Tasmania

Hobart Private Hospital
St Helen's Private Hospital



Victoria

Cabrini Hospital
Dorset Rehabilitation Centre
Elsternwick Private Hospital
Epworth Eastern Hospital
Epworth Freemasons Hospital
Frances Perry House
Geelong Private Hospital
John Fawkner Private Hospital
Knox Private Hospital
Malvern Private Hospital
Melbourne Private Hospital
Mitcham Private
Peninsula Private Hospital
St John of God, Ballarat
St John of God, Bendigo
St John of God, Geelong
St John of God, Nepean Rehabilitation Hospital
St Vincent's & Mercy Private Hospital
The Avenue Private Hospital
The Bays
The Geelong Clinic
The Valley Private Hospital
The Victoria Clinic
Victorian Rehabilitation Centre

Western Australia

Bethesda Hospital
Hollywood Private
Mercy Hospital Mount Lawley
Mount Hospital
Peel Private Hospital
Perth Clinic
South Perth Hospital
St John of God Healthcare
St John of God Hospital, Bunbury
St John of God Hospital, Subiaco
St John of God Hospital, Geraldton