

BETTER CARE VICTORIA INNOVATION FUND 2019-20

This fact sheet details the process and timelines for the 2019-20 Better Care Victoria (BCV) Innovation Fund, and what we are looking to fund.

What's new?

Each year, we focus the fund to priority areas that would benefit from new and innovative ideas. This year, we are focusing on chronic disease, mental health, digital health and quality and safety.

We have also introduced challenges for applicants to respond to. These will guide your thinking and help you consider broader possibilities.

What should I do now?

Start getting your team and partners together and developing your ideas to respond to a challenge.

In developing your ideas, keep in mind it must:

- meet the BCV definition of innovation (page 5)
- address the identified challenges (pages 2-4). The ideas may be new or have been tested or proven elsewhere.
- deliver early benefits within 12 to 18 months
- align to your organisation's strategic or business plan, or both
- have executive sponsorship and organisational support.

Applications open 19 March 2019

More details on the application requirements will become available at bettercare.vic.gov.au.

2019-20 FOCUS AREAS AND CHALLENGES

Focus area	Challenges
1. Care beyond the hospital walls	1.1 Joined up management of chronic disease 1.2 Community mental health
2. Quality and safety	2.1 Shared decision making
3. Digital health	3.1 Application of a digital solution to address patient level challenges in the areas of: <ul style="list-style-type: none">a) Joined up management of chronic diseaseb) Community mental healthc) Shared decision making

FOCUS AREA ONE: Care beyond the hospital walls

Care beyond the hospital walls looks to optimise care transitions from acute services to community-based services or support community services in ensuring service models (and delivery modes) and business models meet emerging needs.

Challenge 1.1: Joined up management of chronic disease

Chronic disease is continuing to put increased demand on our health system. For many chronic conditions there is well established evidence and guidelines. Chronic disease management often requires input from multiple health disciplines and multiple services. Unplanned presentations and admissions for ambulatory care sensitive conditions adds to the healthcare cost and contributes to delay and wait time for elective patients. Acute and primary care services partnering (and partnering with consumers) to develop approaches to reduce unplanned presentations and admissions and enhance the patient experience is critical.

Your challenge

Design and deliver a viable service and business model/s to optimise the management and outcomes of people with chronic disease.

- Transform care delivery models and approaches so it safer, faster, simpler and more efficient and effective.
- Draw on barriers to care and reasons why people attend acute services.
- Look at outpatient/specialist clinic model/practice – do they encourage acute care that is not aligned to current best practice?

Consider

- Optimising patient and family centred care.
- Leveraging the skill and knowledge within primary health to work with patients with chronic conditions.
- Look to optimise private arrangements including general practice (GP) management plans and team care arrangements.
- Decision support tools.
- Medication management.
- Remote patient monitoring (including the service and business model to support and ensure the service endures).
- Hard to reach populations.
- Complex co-morbidities.
- Pathways to palliative care.
- Rehabilitation or therapy models (including tech aided).

Challenge 1.2: Community and primary mental health

Community and primary mental health provide therapeutic and psycho-social interventions for people with mental health conditions that do not require acute hospitalisation. Optimising access to the range of services required and available to deliver safe and effective care is critical.

Your challenge

Design and deliver a viable service and business model/s to enhance the management and outcomes of people accessing community and primary mental health services.

- Transform care delivery models and approaches to ensure they are safer, faster, simpler and more efficient and effective.
- Draw on barriers and enablers to care to inform service requirements.
- Look at current practice and identify opportunities to link access to evidence-based therapies.

Consider

- Optimising patient and family centred care.
- Loneliness.
- Social isolation.
- Complex co-morbidities.
- Remodelling care to support transitions (step-up and step-down).
- Medication management.
- Remote patient monitoring (including the service and business model to support and ensure the service endures).
- Integration of physical health and mental health care.

FOCUS AREA TWO: Quality and safety

The quality and safety focus area works to ensure the highest quality care is delivered to Victorians.

The quality and safety areas include six domains:

- Safe
- Efficient
- Effective
- Timely
- Equitable
- Patient-centred.

Specific challenges under this focus area are identified either as priority areas for Safer Care Victoria, identified health service challenges or emerging topics requiring an innovation approach to resolve.

Challenge 2.1: Shared decision making

There is a growing body of evidence that shared decision making improves patient experience and outcomes.

Shared decision making refers to clinicians and consumers (and carers) jointly making decisions about healthcare. It is reliant on a partnership (and a trust) and integrates the patients' values, goals and expectations and concerns with screening and management or treatment options and the likely benefits and risks of each. From there an agreed course of action can be instigated.

Your challenge

Create approaches or ideas to operationalise shared decision making within clinical environments (not setting specific).

Consider

- Provider and patient requirements.
- Models to enable.
- Tools for providers and patients.
- Impact on Victorian Health Experience Survey measures related to shared decision making.

FOCUS AREA THREE: Digital innovation

The digital innovation focus area provides opportunities to enhance the uptake of innovative digital health technologies that will deliver better outcomes for patients, improve equitable access to quality clinical care, and deliver cost-effective and efficient care.

Specific challenges under this focus area are identified either as priority areas for Safer Care Victoria, identified health service challenges or emerging topics requiring an innovation approach to resolve.

Challenge 3.1: Application of a digital solution

to address patient level challenges in the areas of:

- (a) Joined up management of chronic disease
- (b) Community mental health
- (c) Shared decision making

Technology is now embedded into daily life for a large proportion of society. The application of technology to enhance patient care is becoming more common place and accepted. This challenge provides an opportunity to explore digital solutions to support patient care. The digital solution must be developed beyond the prototype stage to embed these into practice (ready for application).

A key part of the process will be bringing health services together with organisations that have demonstrated products to align challenges with potential products and build partnerships. This process will be done in partnership with experts in the digital health industry.

Your challenge

Create approaches or ideas to operationalise a digital application and solution, or either, in one of the areas identified above.

Consider

- Support for self-management.
- Tools to promote shared decision making.
- Symptom monitoring and management.
- Unique approaches to provide clinical care.
- Peer support opportunities.

What can funding go towards?

The funding is to support design, development and implementation. This includes funding to back-fill to enable staff to be released from operational roles to work on the project.

The funding should not be used to pay for clinical service delivery.

The outcome of the project must be working toward a feasible and viable model or service that does not require an ongoing (additional) budget source that is to be identified. Projects where the outcome will be used to inform an ongoing business case will not be considered.

KEY DATES

The application process involves two-stages.

- The first stage is an 'idea pitch' application. This a written application.
- Successful applications will be invited through to stage two which involves developing a project plan. Funding will be provided to approved project plans.

2019 dates	Stage	Details
Stage 1	January – April 2019	Idea development
		Get your team and partners together to develop idea to address a challenge of interest. Make sure the challenge you are responding to aligns to your strategic or business plan, or both, and that your executives are on board.
	Late January 2019	Information release
	Monday 18 March 2019	Applications open
Stage 2	5pm Thursday 18 April 2019	Applications close
		The electronic platform will close at 5pm sharp. Strictly no extensions.
	Early June 2019	Application outcome
		Notification of outcome and invitation to stage two following a comprehensive assessment process.
Stage 2	Mid-June – late-July 2019	Project plan development
	Early September 2019	Stage two outcome
		Applicants will be notified of their funding application.

WHAT DO WE MEAN BY 'INNOVATION'?

The BCV Innovation Fund is seeking ideas, concepts and 'solutions' that are novel and game changing.

We define innovation as 'new or novel ways of doing things that improve both access to and the quality of, healthcare for patients'. It differs from improvement, in that improvement has a focus on making changes to the 'current state', whereas innovation is the creation of a new state.

For example:

- Optimising the process of delivering chemotherapy within a day stay unit (which is currently the standard practice) would be an **improvement**.
- Creating and establishing a model for home-base chemotherapy delivery instead of using the day-stay unit would be an **innovation**.

Innovation adds value and changes one or more of:

- Business or operating models (and the services provided)
- The experience of customers and staff (and perception of your brand)
- Relationships and partnerships (health and other)
- The results/outcome you achieve
- The potential of your organisation (and/or partnership).

The three characteristics of innovation are:

- Novelty – how novel or new or unique is the idea
- Application – an application of a concept or joining of concepts used in other contexts
- Intended benefit – the idea and intended benefit align

Categories of innovation

Product innovation

There are products (tangible item) that replace or build on current offerings. They provide new or additional features that improve efficiently, quality and/or cost of service delivery. An example of a product innovation in healthcare would be the app to book and schedule healthcare appointments.

Process innovation

Process innovation refers to establishing a new way to production or delivery method. For example the use of telehealth to deliver health interventions in patient's homes.

Business model innovation

This relates to creating and designing a new way of operating and managing to deliver a pre-define outcome or benefit. An example would be the introduction on an ambulatory clinic to provide procedures which can be safely performed outside of a theatre setting.

IS THE BCV INNOVATION FUND THE RIGHT FUND FOR YOUR IDEA?

Developing ideas and completing funding applications is time consuming and requires significant investment by the parties involved. Before preparing an application for the BCV Innovation Fund, make sure it is the right grant for your idea and what you are seeking to achieve.

Answer the following questions to determine if this is the right fund for your idea.

- ✓ Does your idea meet the BCV definition of innovation? Does it contain one or more of the three characteristics of innovation?
- ✓ Will your idea address the identified challenge and impact on performance and experience metrics?
- ✓ Will the development of your idea and project be able to deliver early benefits within 12-18 months?
- ✓ Is your idea aligned to organisational strategy and/or business plan?
- ✓ Do you have sponsorship at executive level? Do you have organisational support for the service/model that has been proposed? Is your organisation committed to sustaining the outcome of the project?

Exclusions

The following are excluded:

- Projects where the primary purpose is research or trials.
- Projects where the outcome is a registry.
- Funding to support salary for clinical work.
- Projects where the main deliverable is training and education or promotional materials.
- Projects designed to deliver clinical care to address a current service gap.
- Projects without commitment for ongoing budget for service delivery will not be considered.
- Projects where prior executive endorsement has not been gained

WHO IS ELIGIBLE TO APPLY?

The BCV Innovation Fund is open to:

- Victorian public health services
- community health services
- private health services (with current operations in Victoria)
- non-government organisations currently delivering health services in Victoria.

The following are also eligible but **must** have partners that deliver health services:

- Academic health science centres
- Peak bodies
- Research agencies involved in translation of research in practice
- Start-ups
- For the digital health focus area only, corporate entities (small, medium and large).

Ineligible

The following are not eligible to apply for funding:

- Individuals
- Services not currently delivering healthcare services in Victoria
- Corporate entities seeking market entry into Victorian health services (non-digital health focus areas only).

Contact us

If you are unsure if your organisation or idea is eligible, please email us at **bcv@safecare.vic.gov.au**

CRITERIA

The following will be used to identify applications for short listing. The criteria will be further developed to enable scoring and will be weighted. The criteria will consider:

- **Desirability:** This relates to the acceptability of the proposed solution or intervention to all stakeholders including consumers.
- **Viability:** This relates to developing service models and business models that must be able to work within current organisational operating model (links to sustainability of the project intervention).
- **Feasibility:** This relates to ensuring that organisations can support the model within resources available to them.

Other considerations

The criteria will also consider strength and maturity of partnerships, readiness of organisations, understanding of the problem and budget. In addition, alignment with Department of Health and Human Services policy direction and priorities and the potential for outcome of the project to be applied across the state will form part of the selection criteria.

Projects with in-kind contributions from lead and partner organisations will be looked on favourably.

Submissions will also be assessed on the potential to scale to other services.

MORE INFORMATION

The BCV Innovation Fund has delivered three rounds of innovation projects with a total of 37 projects funded to date.

For more information go to bettercare.vic.gov.au or email bcv@safercare.vic.gov.au.

To receive this publication in an accessible format phone 9096 1384, using the National Relay Service 13 36 77 if required, or email info@safercare.vic.gov.au

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