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| Innovation Projects Fund 2019-20 |
| Overview of focus areas, eligibility and timelines |

# Introduction

The Better Care Victoria innovation fund has delivered three rounds of innovation projects with a total of 33 projects funded. Each year the focus of the fund has shifted to align with broader priority areas of Safer Care Victoria and the Department of Health and Human Services. The focus areas identified offer an opportunity to impact the greatest number of consumers and health services and are also areas where innovation opportunities are abundant.

As with previous rounds the 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.

## Key dates:

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 and/or business plan and that your executive are on board.

Late January: Release of the stage one application template – the idea pitch

Monday 18 March 2019: Applications open (electronic platform)

Friday 19 April 2019: Applications close 5pm

Early June 2019: Notification of outcome and invitation to stage two

Mid-June – late-July 2019: Development of project plan

Early September 2019: Notification of outcome of stage two

# What do we mean by Innovation

The Innovation Project Fund is seeking ideas, concepts and ‘solutions’ that are novel and are game changing. Better Care Victoria defines 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
* An innovation would be creating and establishing a model for home base chemotherapy delivery instead of using the day stay unit.

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)

Categories of innovation are:

* 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 of EMR within an organisation and using the data to inform service requirements.

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

# Focus areas and challenge details

This year we are introducing challenges for applicants to respond to. The challenges are to guide thinking and help with broadening exploration of possibilities.

The focus areas and challenges are:

* Care Beyond the Hospital Walls
  + Joined up management of chronic disease
  + Community Mental Health
* Quality and Safety
  + Shared Decision Making
* Digital Health
  + Application of digital solution to address patient level challenges in the areas of:
    - Joined up management of chronic disease
    - Community Mental Health
    - Shared decision making

## 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: 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 health care 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?

#### Think

* 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 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.

#### Think

* 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

## Quality and Safety

The Quality and Safety focus area works to ensure the highest quality care is delivered to Victorians. The quality and safety area incorporates six domains:

* safe,
* efficient,
* effective,
* timely,
* equitable and,
* 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 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 health care. It is reliant on a partnership (and a trust) and integrates the patients’ values, goals and expectations and concerns with screening/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).

#### Think

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

## Digital Innovation

The Digital Innovation focus area

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 1: Application of a digital solution to address patient level challenges in the areas of:

* **Joined up management of chronic disease**
* **Community Mental Health**
* **Shared Decision Making**

Technology is now embedded into daily live 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 / solution in one of the areas identified above.

#### Think

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

Descriptions of the focus areas and challenges are provided in the information sheet available to download from the Better Care Victoria website.

## What are we looking to fund

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* the results / outcome you achieve
* the potential of your organisation (and/or partnership)

In developing the idea keep in mind that Innovation Project Fund applications must demonstrate the following:

* meet the BCV definition of innovation.
* ideas to address the identified challenges. The ideas may be new or have been tested or proven elsewhere.
* projects that are able to deliver early benefits within 12-18 months.
* alignment to organisation strategy / business plan.
* sponsorship at executive level and have organisational support for the service / model that has been proposed.

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 utilised to pay for clinical service delivery.

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

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.

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

### Exclusions:

The following are excluded:

* project 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 Innovation Projects 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.

#### Ineligible:

The following are not eligible to apply for funding:

* Individuals
* Services not currently delivering health care services in Victoria
* Corporate entities seeking market entry into Victorian Health Services

### 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 are able to support the model within resources available to them.

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 crtieria.

## Is the BCV Innovation Project 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 embarking on preparing an application for the BCV Innovation Project fund make sure it is the right grant for your idea and what you are seeking to achieve.

Answering the following questions will assist in determining if this is the right fund for your idea.

Does the idea meet the BCV definition of innovation? Does it contain one or more of the three characteristics of innovation?

Will the idea address the identified challenge and impact on performance and experience metrics?

Will the idea and project that is developed be able to deliver early benefits within 12-18 months?

Is the idea aligned to organisational strategy and/or business plan?

Is there sponsorship at executive level and is there organisational support for the service / model that has been proposed? Is the organisation committed to sustaining the outcome of the project?

If you are unsure please contact a member of the innovation team [bcv@safercare.vic.gov.au](mailto:bcv@safercare.vic.gov.au)

# Application process 2019-20 Innovation Projects

