



Hon Jill Hennessy MP

Minister for Health  
Minister for Ambulance Services

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Dr Douglas Travis  
Chair  
Better Care Victoria Board  
Level 21 / 50 Lonsdale Street  
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Dear Dr Travis and board members

I would like to congratulate the Board on progress to date in establishing the strategic directions of Better Care Victoria and engaging with the sector. I understand the Board's recent Innovation Forum was a great success and sent a strong message to the sector on the important role for innovation in improving and making our health system more sustainable.

As you are aware, Better Care Victoria has a critical role to play in enabling, and supporting timely and appropriate access to the highest quality care for Victorians through the identification, scaling and embedding of innovative practice across the Victorian health system.

A coordinated and strategic effort by the Board is needed to ensure Better Care Victoria meets the expectations of the sector and delivers tangible value to Victorian patients. This should be based on a partnership approach with the sector and cultivation of the collaborative approach that is needed to support innovation:

- ensuring that data and information are used to identify opportunities, and analyse project performance effectively
- developing health service capability and capacity to embed, and sustain changes
- facilitating opportunities for services to actively partner to deliver improved and more connected care for Victorians.

#### **LETTER OF EXPECTATIONS FOR THE BETTER CARE VICTORIA BOARD**

I am pleased to provide you with this Letter of Expectations for the Board for 2016-17. This Letter of Expectations sets out my expectations of the Board's contribution to the Government's health reform agenda, in providing advice on the expenditure of the Better Care Victoria Innovation Fund, and outlines key governance, performance objectives and targets aimed at Better Care Victoria delivering on its objectives.

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The Board is expected to identify activities it will undertake to achieve the following:

*Advice to the Minister*

- Provision of timely responses to requests for specific advice.
- Provision of recommendations for the allocation of Better Care Victoria Innovation Funding that can be reasonably expected to materially improve:
  - the capacity of Victorian public hospitals to deliver timely and high quality care
  - the innovation capacity and capability of the sector.
- Provision of advice on the sustainability and scalability of projects for investment.
- Provision of advice on the implementation of recommended projects.

*Stakeholder consultation and engagement*

- Implementation of a stakeholder communication plan to establish a process for systematic engagement with stakeholders and to respond to feedback from service providers interested in or receiving Better Care Victoria Innovation Funding.
- Establishment of an advisory committee to the Board that comprises and supports engagement of the next generation of clinical leadership in innovation and improvement topics.
- Establishment of a consumer advisory committee to the Board that supports the engagement of healthcare consumers in innovation and improvement topics.
- Regular engagement with a wide range of stakeholders across clinical, service provider, and community group representatives, as well as key influencers in the healthcare innovation field.

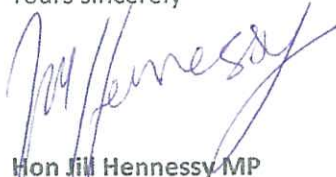
*Increased accountability and transparency*

- Appointment of a Deputy Chair to fulfil the duties of the Chair if they are unavailable for any reason.
- Establishment of objectives and key performance indicators for Better Care Victoria performance that measure the:
  - impact on system performance with a focus on increasing access to care
  - improvement in innovation capability across the sector
  - improvement in engagement with, and understanding of, the sector on innovation and improvement topics.
- Regular monitoring and reporting of Better Care Victoria's performance against these objectives.
- Incorporation of performance targets into Better Care Victoria's strategic plan.
- Regular reporting to me on your progress in achieving performance targets, as part of routine Board reports.
- Publication of this Letter of Expectations on Better Care Victoria's website.

I expect that the Board will respond to this Letter of Expectations, outlining how it intends to achieve the performance improvements and targets detailed.

I look forward to seeing the Board working towards supporting timely and appropriate access to high quality care for Victorian patients.

Yours sincerely



**Hon Jill Hennessy MP**  
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30/5 / 2016