
Mental Health & Wellbeing

- The Victorian Centre for Mental Health provides private mental health day treatment services for low-risk non-acute and chronic patients with low and high prevalence mental health disorders using international standard, evidence-based, multi-model treatment protocols.
- The Officer site services Melbourne's outer south eastern, eastern and southern regions. The Victorian Centre for Mental Health in Officer supports this community and alleviates pressure on emergency presentations within the public health system, particularly in these areas of regional Victoria.
- The services provided by the Victorian Centre for Mental Health is funded by private health insurers, or Medicare for individuals without private health insurance.

Vision Statement

- The Victorian Centre for Mental Health is committed to international standard, evidenced-based mental health care.
- We aim to provide an exceptional standard of mental health service to our patients that is personally tailored, diagnostically-driven, intensive and effective.
- We support our patients to remain with their families and community during their mental health treatment journey and recovery.
- We seek collaborative and transparent relationships with our patients, their families, and the professionals who engage with us.
- Our team will be proud of their work and the achievements of our patients.
- We encourage our staff to professionally challenge themselves towards excellence.
- We are committed to ongoing improvement in our professional standards, to attain our highest value of supporting our patients to achieve the best mental health outcomes they can.

Values

- commitment to international standard, evidenced-based mental health care
- exceptional standard of mental health service
- personally tailored, diagnostically-driven, intensive and effective multimodal treatments
- collaborative and transparent professional relationships
- pride in our work
- proud of the achievements of patients
- challenge ourselves towards professional excellence
- committed to ongoing improvement in what we do
- our highest value is supporting our patients to achieve the best mental health outcomes that they can.

The following outlines how Victorian Centre for Mental Health meet the National Safety and Quality Health Service Standards.



Standard 1: Clinical Governance

Victorian Centre for Mental Health has regularly revised governance systems that maintain and improve the reliability and quality of patient care as well as improve patient outcomes.

Medical Advisory Committee

Nunyarra has a formal Medical Advisory Committee which addresses clinical compliance and excellence.

Clinical Indicators

Clinical indicators are measures of elements of clinical care which may, when assessed over time, provide a method of assessing the quality and safety of care. Victorian Centre for Mental Health collect a number of clinical indicators that can be benchmarked against published data.



Standard 2: Partnering with Consumers

Victorian Centre for Mental Health supports active participation by consumers in the improvement of patient experiences and patient health outcomes, for continuous quality improvement.

All patients are given the opportunity to provide feedback, formally and informally. This feedback is treated with the utmost confidentiality may be provided anonymously. Your opinion is important to us so when you receive a survey, we encourage you to take the time to fill it in. All feedback is de-identified and tabled at our Clinical Governance meetings and Medical Advisory Committee.

We have a Consumer Representative that assists us with planning and evaluation of our safety and quality program. Please don't hesitate to contact us if you would like further information.



Standard 3: Preventing & Controlling Infections

Victorian Centre for Mental Health has an infection prevention and control program in place.

It has been revised to meet the updated standard, released in 2021 which accommodates lessons learned from the response to SARS-CoV-2 (COVID-19) and to prevent, control and respond to infections that cause outbreaks, epidemics or pandemics, including novel and emerging infections.

**Standard 4: Medication Safety**

Victorian Centre for Mental Health has governance systems in place to reduce or eradicate the occurrence of medication incidents and improve the safety and quality of medicine use, including a current Drugs and Poisons licence with the Department of Health & Human Services, Victoria.

**Standard 5: Comprehensive Care**

Victorian Centre for Mental Health implemented evidence-based systems to prevent pressure injuries and the prevention of falls and minimizing harm from falls.

**Standard 6: Communicating for Safety**

Victorian Centre for Mental Health has governance systems in place to ensure systems for effective and structured clinical handover ensuring safe, continual and confidential patient care, the correct identification of patients and correct matching of patients with their intended treatment.

**Standard 7: Blood and Blood Products**

Victorian Centre for Mental Health has an exemption to this standard as no blood or blood products are administered.

**Standard 8: Recognising and Responding to Clinical Deterioration**

Victorian Centre for Mental Health has governance and clinical systems in use to recognize and respond to clinical deterioration promptly to ensure appropriate action is taken.

How can you help us manage Safety and Quality?

We value our patients and their carers. Please feel free to let one of the staff know if you would like to assist with reviewing any of our Safety and Quality initiatives.

Would you like further information?

Our General Manager or Director of Nursing, Matthew Adetifa will be very happy to discuss any questions or concerns you may have with our Safety and Quality program. They can be contacted by email (manager@vcmh.com.au) or phone 03 5947 7862.