

Clinical excellence in cancer care

A model for safety and quality in Victorian cancer services

Factsheet 1 Roadmap to quality

November 2006

The care of cancer patients represents a significant proportion of all health care delivered in Victoria, with numbers of cancer patients estimated to continue to increase. The complexity of cancer care, and the organisations in which it is planned and delivered, makes the task of improving it equally complex. Without a **systematic approach**, much improvement activity can be undertaken for little visible advantage.

A systematic approach (see Figure 1) to improving the quality of cancer services has already begun in Victoria with the determination of key priorities for reform (multidisciplinary care, care coordination, psychosocial care and reducing unwanted variation in practice), the establishment of structures to drive the change (Integrated Cancer Services) and the determination of a pathway of optimal care (Patient Management Frameworks). With these building blocks in place, the Integrated Cancer Services are ready to undertake service improvement initiatives to improve the experience and outcomes of care for patients and their families.

The key principles and practices necessary for the effective monitoring, management and improvement of cancer services are described in *Clinical excellence in cancer care – a model for safety and quality in Victorian cancer services*. This represents a vision for how high quality cancer services need to be delivered and to which Integrated Cancer Services will work over the next five years.

Figure 1: Systematic approach to quality in cancer services

