What is the Melbourne Health Safety Culture Program?

The Melbourne Health Safety Culture Program is part of a suite of initiatives that are being undertaken to transform our culture. The purpose of this culture change program is to support Melbourne Health in becoming the best place to work and the best place to be treated and cared for - somewhere staff would recommend to family and friends every time.

The Safety Culture Program is about responding to a call for action, designed to build our safety culture and professional accountability, and help the organisation to deliver safe, reliable and quality care. We are pioneering the way in Asia Pacific, implementing the program in partnership with the Cognitive Institute, an international provider of healthcare education for doctors, nurses and allied health professionals.

What are the elements of the Safety Culture Program?

1. Quality and Reliability Improvement

Reducing unwanted variation in the delivery of care to reduce errors and preventable harm, through improvements at the team, ward or unit level and organisation-wide.

2. Speaking Up for Safety

Creating a culture of feedback, where staff are empowered to speak up for safety. The 'Speaking Up for Safety' education program delivered by our passionate Safety Champions is designed to provide a structure and language for raising concerns about patient safety and conducting challenging conversations.

3. weCare system

The weCare system allows staff to recognise colleagues through award nominations or submit feedback about behaviours that are not consistent with a safety culture or our values. Staff entered into the system for exhibiting behaviours which undermine our culture are given feedback by trained, independent peers to allow them to reflect on their behaviour and respond accordingly. It is a system founded on respect and redemption.

4. Leadership capability development

Leaders are critical to the success of the Safety Culture Program in changing the behaviours that undermine our culture, and maintaining a focus on safety and accountability over the long term. Our leadership group is committed to responding actively. Over 250 Melbourne Health leaders have completed training in safety and reliability improvement, and professional accountability, conducted by the Cognitive Institute.

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