



Mercy Services

## QUALITY IMPROVEMENT POLICY

Manual: Organisational Management

Document ID: C.05

### 1. PURPOSE

This policy describes how Mercy Services improves quality as a continuous improvement process across the organisation and its services/functions

### 2. WHO DOES THIS POLICY APPLY TO

This policy applies to all personnel; the Board, staff and volunteers

### 3. POLICY

Mercy Services is committed to maximising the quality of service in all areas of care and business.

Systems are established to continually evaluate services (both care and service) to ensure a high level of standard and efficiency, and to correct identified problems. This commitment is reflected in strategic planning, allocation of resources, role expectations and customer service.

It is expected that all staff are actively engaged in continuous improvement efforts.

Mercy Services will engage in a continuous quality improvement process assessed by external quality accreditation agencies appropriate to the care service

Mercy Services safety and quality systems should ensure that safety and quality incidents and audited data are recognised, reported and analysed, and used to improve the care provided. These are integrated to enable Mercy Services to actively manage risk, and to improve the safety and quality of care. Therefore, this policy is intrinsically linked to C.06 Risk Management and C.04 Program Performance and Monitoring Policy.

### 4. PROCEDURE

- 4.1. Continuous Improvement is considered everyone's responsibility. Many opportunities are available for staff to participate in Continuous Quality Improvement. This include consultative measures such as staff meetings, feedback sessions, Task Force Meetings, Performance Reviews etc. Other opportunities that assist in continuous improvement include but not limited to incident reports, complaint reporting, audits (both internal and external), surveys etc. (see C.04 Program Performance and Monitoring Policy).

All Mercy Services, staff, volunteers and consumers may also complete at Continuous Improvement Suggestion from.

Quality, Health and Safety Coordinator has an open door policy to encourage reporting and suggestions.

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Status	Endorsed	Page Number	Page 1 of 3



Mercy Services

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- 4.2. The Risk and Continuous Improvement Committee (RCI) will meet as per its Terms of Reference to review and discuss Mercy Services performance in care and service activities including:
- To review practices to ensure best practice principles are maintained in line with standards.
  - Incorporate the “policies and procedures” process for review, development, implementation and ratification of all organisational policies and forms including medical records.
  - Discuss, report and develop action plans for customer satisfaction / feedback / complaints / compliments
  - Monitor external audits (such as Equip, NSW Disability Standards, AACQA etc) and progress against the standards within this audits.
  - Complete audits as per the audit schedule to discuss, report and develop action plans for relevant to improve service, care and regulatory standards
  - Develop strategies and action plans for long and short-term quality & risk management for the organisation
  - Discuss, report and action issues of governance, compliance, identify variances and report to the appropriate committees if required
  - Ensure Mercy Services is compliant with legislative requirements, relevant industry and Care standards.
- 4.3. Staff are introduced to Continuous Quality Improvement at induction and reinforced at every opportunity. These include consultative meetings, newsletters, and performance reviews etc.

## 5. KEY PERFORMANCE INDICATORS

Mercy achieves successful completion of required external audits.  
Continuous Quality Improvement outcomes can be linked to risk management initiatives  
Continuous Improvement Suggestions are initiated from all areas of the business.

## 6. EXPECTED OUTCOME

Mercy Services operates within a governance framework to improve the safety and quality of care can service for its community through robust continuous improvement activities

## 7. REFERENCES

AS/NZS 4360: Risk Management  
AS 3904.4-1994 Quality management and quality system elements - Guidelines for quality improvement  
National Standards for Disability Services  
<https://www.safetyandquality.gov.au/wp-content/uploads/2017/12/National-Safety-and-Quality-Health-Service-Standards-Guide-for-Hospitals.pdf>

## 8. OTHER RELATED POLICIES OR PROCEDURES

C.06 Risk Management  
C.04 Program Performance and Monitoring Policy.

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Status	Endorsed	Page Number	Page 2 of 3



Mercy Services

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### 9. VERSION CONTROL AND CHANGE HISTORY

Version	Date Reviewed	Amendments
1.0	10.5.18	Policy Reviewed and moved to new policy template. Version 2 created.
2.0		

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Endorsed by	RCI Committee	Review Date	10.5.21
Status	Endorsed	Page Number	Page 3 of 3