

C.05 Quality Improvement

1.0 INTRODUCTION/BACKGROUND

Mercy Services is committed to service excellence. This commitment is an expression of our Mercy Values that lead us to want the best possible services for our clients and best possible support for our staff/volunteers. Increasingly funding providers are also requiring external quality accreditation.

Mercy Services service/functions	Quality Standards	Verifying Agency
Residential Aged Care	1. Aged Care Accreditation Standards	1. Australian Aged Care Quality Agency (AACQA)
Community Aged Care	1. Home Care Standards 2. Australian Council on Healthcare Standards (ACHS): Evaluation and Quality Improvement Program (EQuIP) Standards	1. AACQA 2. ACHS
Disability Services	1. Disability Standards 2. ACHS EQuIP Standards	1. ACHS 2. ACHS
Alcohol & Drug	1. ACHS EQuIP Standards	1. ACHS
Community Transport	1. ACHS EQuIP Standards	
Parenting & Family	1. ACHS EQuIP Standards	
Corporate and Support Functions	1. ACHS EQuIP Standards	1. ACHS
	2. Company requirements	2. Australian Securities and Investment Commission (ASIC)
	3. Gender Equity	3. Workplace Gender Equality Agency
	4. Charities requirements	4. Australian Charities and Not-for-profits Commission (ACNC)

2.0 SCOPE

This policy describes how Mercy Services improves the quality across the organisation and its services/functions. This policy applies to all personnel; the Board, staff and volunteers.

3.0 POLICY STATEMENT

Mercy Services will engage in a continuous quality improvement process assessed by external quality accreditation agencies.

4.0 PROCEDURES

4.01 Organisation-wide Quality Improvement

The Chief Executive Officer will:

- a) make recommendations to the Board on Mercy Services quality improvement and on the most appropriate external quality accreditation agencies;

- b) implement quality improvement tasks as directed by the Board;
- c) Ensure other staff are engaged as appropriate in the quality improvement process; and
- d) Report to the Board on progress in quality improvement.

4.02 Board Quality procedures

Each Board member completes a self assessment form on Board functioning with the compiled results discussed.

The Board will determine whether any further evaluation of quality improvement on its composition, role and operations is needed.

4.03 Residential Aged Care Quality procedures

The quality of Mercy Service Residential Aged Care Service is verified by the [Australian Aged Care Quality Agency](#) (AACQA). The main elements of its accreditation process are:

- self-assessment by the residential aged care service against the Accreditation Standards;
- assessment by a team of registered aged care quality assessors at a site audit;
- a decision about the residential aged care service's accreditation by a decision-maker (not part of the assessment team);
- issue of an accreditation certificate;
- publication of the decision on the AACQA website; and
- unannounced visits to monitor residential aged care service's on-going performance.

The Director of Care will determine the roles and resources needed to meet the requirements of accreditation.

4.04 Community Services Quality procedures

Since 2008, Mercy Services has used the Australian Council on Healthcare Standards Evaluation and Quality Improvement Program (EQulP) as the process for guiding continuous quality improvement for all but residential aged services.

The EQulP process focuses on a set of Standards that come under one of three organisation functions (Clinical care, Organisational support and Corporate governance).

CLINICAL	SUPPORT	CORPORATE
<ul style="list-style-type: none"> • Continuity of care • Access to care • Appropriateness • Effectiveness • Patient Safety • Consumer focus 	<ul style="list-style-type: none"> • Quality improvement and risk management • Human resources management • Information management • Population health • Research 	<ul style="list-style-type: none"> • Leadership and management • Safe Practice and Environment

A Continuous Quality Improvement Workgroup will ensure the successful completion of all tasks required by the EQUiP process. This workgroup will be comprised of the relevant members of the Management Team and representatives of the major community services programs.

Each financial year the Continuous Quality Improvement Workgroup will develop a Continuous Quality Improvement Plan to direct and record scheduled continuous quality improvement tasks. The Continuous Quality Improvement Plan will comprise:

- policy review dates;
- Safe Work Practice review dates;
- tasks in the Summary of Evidence section for each EQUiP standard that can be allocated to a specific position/ person and a completion date;
- tasks in the Strategic Plan that can be allocated to a specific position/ person and a completion date;
- controls (tasks) from the Risk Register that can be allocated to a specific position/ person and a completion date;
- significant tasks that are in a program's annual Operational Plan;
- planned training/education sessions; and
- Work Health and Safety Policy compliance tasks.

4.05 Compliance

Compliance with this policy will be assessed on:

- a) reports and milestones are completed as required by the accreditation agency.

4.06 Evaluation

The performance indicator for the evaluation of this Policy is:

- a) successful completion of accreditation.

5.0 REFERENCES

1. Australian Standards	<ol style="list-style-type: none"> a) AS/NZS 4360: Risk Management b) AS 3904.4-1994 Quality management and quality system elements - Guidelines for quality improvement c) National Standards for Disability Services (2013)
2. Legislation	<ol style="list-style-type: none"> a) Australian Charities and Not-for-profits Commission Act, 2012 (Cth) b) Corporations Act, 2001 (Cth) c) Work Health Safety, 2011 (NSW) d) Workplace Gender Equality Act, 2012 (Cth)
3. Professional guidelines	<ol style="list-style-type: none"> a) nil
4. Codes of Practice	<ol style="list-style-type: none"> a) nil
5. Codes of Ethics	<ol style="list-style-type: none"> a. Australian Association of Social Workers Code of Ethics 2010 http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/APS-Code-of-Ethics.pdf c) Code of Ethics for Nurses in Australia 2008 http://www.nursingmidwiferyboard.gov.au/Codes-

	Guidelines-Statements/Codes-Guidelines.aspx#codesofethics d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards e) Mercy Services Code of Conduct
6. Evidence	a) nil
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES

Policy sections

- A. Values Policies
- B. Board Policies
- C. Organisation Management
- D. Financial Management / Administration Policies
- E. Service Delivery
- F. Staff / Volunteers Policies
- G. Work Health & Safety Policies

7.0 RELATIONSHIP WITH STANDARDS

<i>Aged Care Accreditation Standards</i>	<i>Home Care Standards</i>	<i>NSW Disability Standards</i>	<i>EQulP Standards</i>
1.1, 1.2, 1.5, 2.1, 2.2, 3.1, 3.2	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 3.1, 3.3, 3.5	1.4, 1.6, 4.4, 4.5, 6.2, 6.3, 6.4, 6.7	1.6.1, 3.1.1, 2.1.1, 2.1.2, 3.1.2,

8.0 DOCUMENT CHANGES RECORD

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
July 2001	Section 2 Governance Policy Section 3 Board of Directors Policy	First record of relevant policy First record of relevant policy
28/10/2009	All sections	Major rewrite
23/03/2011	7.0 Relationship to Standards	Replace HACC Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards
14/11/2012	All Sections	Organisation name updated
16/12/2015	a. 1.0 Introduction b. 2.0 Scope c. 4.01 Board Quality procedures d. 4.02 Community Services Quality procedures e. 4.03 Residential Aged Care Quality procedures f. 4.05 Compliance g. 4.06 Evaluation h. 5.0 References i. 7.0 Relationship to Standards	a. Table added b. Renamed from previous title Purpose c. New section d. New section e. New section f. New section g. New section h. Update Legislation and Codes of Ethics i. Update Disability Standards and add Aged care Accreditation Standards
31/03/2016	a. Organisation-wide Quality Improvement b. 4.04 Community Services Quality procedures	a. New heading for existing content b. Add sources of content used to develop the annual CQI Plan
Review due		

Dates of change	Section altered	Natures of changes made
31/03/2019		