

Continuous quality improvement standard (version 4)

STANDARD

- The licensee of the health facility must strive to continually improve the quality of care and services provided.

This Standard is not satisfied unless:

- The licensee complies with conditions of the licence under section 48(1)(b) and (c) of the *Private Health Facilities Act 1999*.
- Prior to receiving certification from a quality assurance entity (in compliance with the conditions of licence as above), a quality policy is prepared for the facility and implemented by the licensee.
- Processes and mechanisms are established to:
 - implement any recommendations made by the Chief Health Officer or quality assurance entities as to how the quality of care and services could be improved;
 - monitor, evaluate and implement strategies to reduce continuous risk of adverse clinical events; and
 - change and improve systems.
- In this Standard an “adverse clinical event” means an unintended injury to a patient which resulted in temporary or permanent disability, a prolonged length of stay or death and which was caused by health care management and not the patient’s underlying disease.

References:

- AS 2561:2010 Guide to the determination and the use of quality costs.
- AS 3904.3:1994 – Quality management and quality system elements – Guidelines for processed materials.
- AS ISO 10007:2017 Quality management systems – Guidelines for configuration management.
- AS ISO 10013:2003 Guidelines for quality management system documentation.
- AS/NZS ISO 9001:2016 Quality management systems – Requirements.
- HB 90.8:2000 (R2016) Healthcare Services – Guide to ISO 9001:2000.
- AS/NZS ISO 9004:2011 – Managing for the sustained success of an organization – A quality management approach.