

SAMPLE QUALITY IMPROVEMENT POLICY

PURPOSE

To set out the rules regarding quality standards and improvements within the First Nations Health Organization

POLICY

The First Nations Health Organization shall support on-going quality improvement. The organization shall strive to promote a culture of quality whereby employees believe in continuous quality improvement in programming, service delivery and population health outcomes.

The organization shall have a quality plan in place to improve the quality of its services on an ongoing basis. The annual Quality Improvement Plan will be reviewed and approved by the Board prior to each new fiscal year.

POLICY APPLICATION

1. The following methods are used to ensure on-going quality improvement:
 - a) Orientation and training to support understanding of quality improvements occurs as required
 - b) Clear roles and responsibilities of the board, management and employees
 - c) Development of a local Quality Improvement Committee
 - d) Quality improvement measures, resources and timelines
 - e) Methods to evaluate processes, programming and service delivery to identify improvements
 - f) Client satisfaction feedback

2. An annual Quality Improvement Plan under the responsibility of the Director of Health shall be prepared annually. The plan is to receive input from all involved in providing services. The plan will include the following:
 - a) Safety: Improve infection control and client and employee safety requirements
 - b) Access: Availability of health services; community-based and partnership linkages
 - c) Quality of health services improvement: patient centered care