



Monash Surgical Private Hospital

Monash Surgical Private Hospital (MSPH) aims to operate our business in a manner that consistently meets or exceeds the quality standards set by our stakeholders. To achieve this, MSPH continually strives for excellence in the provision of safe and quality patient centred care through exploring innovative ideas and engaging with individuals. MSPH understands that the patient's journey and the outcomes that matter are pivotal to meeting the consumers expectations.

MSPH is committed to the continuous improvement of our operations, maintaining a strong consumer focus and ensuring that Quality & Continuous Improvement is intrinsic throughout the organisation. Our belief is that every person is entitled to receive quality and safe care and services that are patient centred; delivered in a sensitive manner; that recognises the importance of dignity, respect, compassion, justice, excellence, and hospitality.

The Board of Directors is the highest level of governance and is ultimately responsible and accountable for the quality outcomes and ongoing improvement throughout MSPH. However, the responsibility to maintain and improve the quality and the standard of service delivery rests with every employee and every stakeholder. MSPH undertakes to ensure through communication, engagement, practical example and training that Quality & Continuous Improvement is the aim of all members of the organisation. There is an expectation that all staff and related services, will support and participate in the Quality & Continuous Improvement Program and have a working knowledge of the relevant governing legislation, standards, codes of practice, codes of conduct, and evidence-based guidelines; policies and procedures; systems, processes and programs; which affect, and/or relate, to their relationship with MSPH.

MSPH has implemented a Quality & Continuous Improvement Program in accordance with the Australian Commission for Safety and Quality in Healthcare (NSQHS Standards) thereby ensuring that the highest standard of patient care is given and that the needs and expectations of consumers, and visiting medical specialists are effectively met. This is underpinned by a consistent framework of sound corporate and clinical governance and an unwavering commitment by management and staff at MSPH to continually improve performance, provide appropriate and relevant leadership, and support, in order to achieve goals and expected outcomes. The Board of Directors

Our Quality & Continuous Improvement Program incorporates, but is not limited to:

- Policies and Procedures
- Projects & Continuous Improvement Activity Systems
- Education & Staff Development Program
- Risk Management Program
- Infection Prevention & Control Program
- Patient Safety Program
- Occupational Health & Safety Program
- Emergency Preparedness Program
- Information & Communication Management Program
- Human Resource Program
- Financial Management & Control Systems
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Our performance is regularly monitored against facility objectives. Performance outcomes are benchmarked and discussed with the Board of Directors as well as with the Medical Advisory Committee, consumers and at leadership and staff meetings. Management commitment to working



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towards improving efficiencies supports staff participation in internal audit processes, competency activities and ongoing education. Through direction and support, each employee will have a proper understanding of the importance of the Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the organisation.

Consumer participation and feedback is encouraged and welcomed at all levels. MSPH offers consumers the opportunity to provide feedback to our hospital through:

- Patient experience surveys
- Patient feedback forms
- Random selection to review patient literature
- Feedback on new projects/service delivery
- Answering a question during the post-operative phone call about the patient's experience which is linked to the National Standards
- Reviewing our Quality and Safety data presentation via a tablet and completing a survey
- Consumer Representative

Therefore, MSPH management is committed to:

- Continual improvement, support and encouragement of the Quality & Continuous Improvement Program.
- Ensuring that statutory and regulatory requirements are clearly understood and consistently met.
- Achieving and retaining accreditation under the National Safety and Quality Health Service Standards.
- Ensuring that the quality policy and quality objectives are established for the Quality & Continuous Improvement Program and are compatible with the strategic direction of the organisation.
- Quality & Continuous Improvement Plan and Register are regularly reviewed and monitored to ensure that the progress and results for the planned quality activities and projects are on track to meet target objectives and timelines.
- Communicate the importance of effective quality management and of conforming to the Quality & Continuous Improvement Program requirements.
- Promote improvement: Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.