**BUSINESS IMPROVEMENT**

Policy Statement

The [Organisation] is committed to providing a culture of quality and safety through the implementation of our Business Improvement framework. The framework incorporates our whole of business approach to facilitating (i) governance quality; (ii) clinical/service delivery quality; (iii) corporate support quality; through leadership, deployment strategies, process development and key relationship management. This approach enables all stakeholders to contribute to better outcomes in care, safety and service delivery.

Guiding principles

Our Business Improvement framework reflects the philosophy and principles of a continuous quality improvement system and recognises the need for strong leadership in improving performance through strategies relating to customer focus, improvement activities and relevant indicators, with evidence and evaluation of outcomes.

Maintaining continuous quality improvement through all aspects of service delivery under a Continuous Quality Improvement Plan will support the achievement of the vision, mission, purpose, values, strategic and operational goals of the Organisation.

Relationship management from both an internal and external perspective is purposefully fostered to develop key synergies and mobilise the full potential of the organisation to achieve continual business improvement. This approach aims to foster opportunities for new ideas and innovations through encouraging workers participation, research and development, client feedback, evidenced based practice and benchmarking.

Our deployment strategies are based on the development of:

* a sound quality infrastructure and resourcing model
* self-assessment and review
* quality measures and benchmarking
* education and monitoring
* quality evaluation
* documentation control

Knowledge management repositories are developed and maintained in response to increasing our organisation’s learning related to evidence based processes and world leading practices.

All workers are positively encouraged to participate in and support quality improvement programs.

The Operational Risk Management and Improvement Committee will provide strategic oversight of the Organisation’s operational quality improvement and monitoring program.

*All Policy, Processes, Guidelines & Manuals are to be adhered to in accordance with [Organisation] Policy*

*Requirements*

RELEVANT LEGISLATION\BY-LAWS