

Karuna Policy – Quality

Title	Quality Policy
Policy ID	800 (Previously 414 & 200)
Version Number	1.1
Relevant Legislation	
Process Owner	Chief Executive Officer

Introduction and Purpose

The Karuna Hospice Service Ltd (Karuna) provides a sustainable, high quality palliative care service which consistently meets the needs and expectations of its clients, provides a safe and supportive environment for staff and volunteers, and is consistent with the service's vision and values.

This level of quality is achieved through Karuna's unequivocal commitment to its quality system and the adoption of a system of processes and procedures that demonstrate the competence of Karuna staff and volunteers to existing clients, potential clients, the wider community, Queensland Health, and independent auditing authorities.

Scope

Achievement of this policy involves all staff, who are individually responsible for the quality of their work, and who contribute to a continually improving working environment.

Policy Statement

To achieve and maintain the required level of quality improvement the Chief Executive Officer retains responsibility for the Quality Management Framework. Routine quality improvement is managed by the Quality and Safety Coordinator and the Quality Committee.

The Quality Management Framework:

- consists of the Quality Manual, Quality Objectives, and this Quality Policy
- supports Karuna's Quality Policy, vision and values and therefore maximises client satisfaction and outcomes
- maintains compliance with standards:
 - AS/NZ ISO 9001:2016 Quality management systems
 - National Safety and Quality Health Service Standards 2nd Edition
 - National Palliative Care Standards 5th Edition 2018
 - Spiritual Care Australia Standards of Practice 2013
- ensures compliance with relevant statutory and safety requirements
- provides continuous improvement of processes through regular internal audits, reviews, analysis, planning and monitoring
- commits to ongoing training and education for staff
- ensures availability and maintenance of adequate resources for service delivery
- identifies and meets the needs of clients, carers, staff, volunteers, and other interested parties
- performs regular management reviews of quality processes, including risk assessment

Document Status

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Standards reference	AS/NZS ISO 9001:2016 5.2; NSQHS 2 nd Edition Standard 1
Review date	June 2023
Further reading	
Related documents	Karuna Quality Manual QTY DOC ID 801
Information Source	
Communication	All staff at orientation and via email