

Karuna Policy – Quality

Title	Quality Policy
Policy ID	200 (Previously 414)
Version Number	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 System. Routine quality improvement is managed by the Quality Improvement Team.

The Quality Management System:

- supports Karuna's quality policy, vision and values and therefore maximises client satisfaction and outcomes
- maintains compliance with standards of AS/NZ ISO 9001:2016 Quality management systems - Requirements
- maintains compliance with the National Safety and Quality Health Service Standards 2nd Edition
- ensures compliance with other relevant standards eg. the National Palliative Care Standards 5th Edition 2018 and the 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 client needs
- performs regular management reviews of quality processes, including risk assessment

Document Status

Version	1
Version Date	31 December 2018
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Authorization	Karuna Board
Effective date	29 January 2019
Standards reference	AS/NZS ISO 9001:2016 5.2; NSQHS 2 nd Edition Standard 1
Review date	January 2021
Further reading	
Related documents	Karuna Quality Manual LM DOC ID 403
Information Source	
Communication	All staff at orientation and via email