

# **POLICY and PROCEDURE**

## **CONTINUOUS QUALITY IMPROVEMENT**

### **1. Purpose**

EPIC Support Services is committed to continuous service improvement. EPIC Support Services believes that continuous monitoring and development of services is integral to strengthening service delivery and achieving best individual outcomes.

This policy guides the design and delivery of services and ensures EPIC Support Services maintains high standards, improves systems and processes, adapts to changing needs and demonstrates company improvement.

EPIC Support Services relies on feedback from participants, carers and stakeholders to improve service delivery. EPIC Support Services encourages feedback and believes it necessary in order to tailor services to service user needs.

### **2. Scope**

This Policy applies to all EPIC Support Services employees, volunteers and contractors and all services and supports delivered.

### **3. Definitions**

**Quality:** is the extent to which the properties of a service produces a desired outcome.

**Improving performance:** is continuous study, analysis and adaptation of processes in order to achieve desired outcomes and meet the needs and expectations of service users and stakeholders

**Accreditation:** is assessment by an external body or agency to determine the level of compliance with agreed standards.

**Continuous Quality Improvement (CQI)** is the process of continual review of the company, its structures and functions of governance, management, engagement with service users and other stakeholders and its service delivery.

**Quality Improvement Plan (QIP):** Document that details all company quality activities arising from accreditation or other reviews.

**Employee:** a member of a team of people at EPIC Support Services, paid or voluntary, that provides direct or indirect support to a person with a disability who is in receipt of services and/or support from EPIC Support Services.

## 4. Policy

EPIC Support Services will adopt a CQI approach to guide all quality activities across the company. EPIC Support Services will:

- embed a culture of continuous quality improvement across the company to ensure service development is at the core of service delivery.
- consider feedback received from employees, participants and their family, carers and stakeholders in developing service improvements
- ensure policies and procedures which underpin all operations are continuously reviewed, and new policies developed meet the company needs in line with the CQI Framework objectives.
- facilitate participant, family and carer involvement in the development of services, and seek feedback on the efficacy of each service after implementation

## 5. Procedure

The QIP outlines all quality across the company identified through reviews and company priority activities. The QIP is a vehicle for the delivery of the CQI objectives in operationalising quality improvement and embedding a culture of continuous quality improvement.

### 5.1 Functions and Delegations

#### **The Board:**

- approve strategic direction which guides quality improvement processes.
- approve financial costs of external quality improvement provider
- endorse the Quality Improvement Policy
- Participate in internal and external review activities as appropriate.

#### **The Quality Services Manager:**

- manages the QIP
- works with Managers to identify quality improvement activities, define desired outcomes, set benchmarks, and provide assistance in completing activities.

**Executives, Managers and/or Supervisors:**

- lead QIP activities as agreed with the Quality Services Officer
- collaboratively review the QIP on an annual basis
- Comply with the Quality Improvement Policy
- Support employees to coordinate continuous quality improvement systems and practices
- Participate in, and lead, quality improvement activities as relevant

**Employees:**

- comply with the Quality Improvement Policy
- participate in quality improvement activities as relevant.
- promote and demonstrate commitment to quality improvement.

**5.1.1 Accreditation**

**The Chief Executive Officer:**

- responsible for accreditation. This includes compliance with legislation, preparation for and participation in accreditation processes.
- may delegate responsibility for accreditation to a responsible Officer.

**Quality Services Manager:**

- responsible for leading the accreditation process as delegated by the CEO
- will follow the process set out in the Accreditation Process document.
- work with Managers responsible for funding streams in scope of each audit to prepare evidence for external review.

**Managers:**

- work with the Quality Services Manager to achieve accreditation outcomes.

**Employees:**

- provide the Quality Services Manager with any information required for accreditation when requested.

### **5.1.3. Participant and Carer Involvement**

#### **Service teams:**

- will use the available tools in developing strategies to better engage consumers.

#### **Employees:**

- will encourage participants, family and carers to participate and provide feedback on the quality of services they receive either informally or formally.

#### **Managers:**

- will ensure that program areas have participant, family and carer participation strategies in place, which outlines how participant, family and carer participation is to occur.

#### **Executives:**

- will consider feedback gained from participants, family and carers in the planning of new services, expansion and review of existing services.

### **Reporting**

EPIC Support Services involves people with disability and employees in formal quality evaluations and complies with all legal and contractual reporting requirements. This includes all quality system requirements such as Serious Incident Reporting.

The continuous improvement plan is reviewed annually by the Quality Services Manager and reports outcomes against the objectives and any key performance indicators included in the plan.

The Chief Executive Officer is responsible for reporting overall company improvement to the Board.

## Review and evaluation

EPIC Support Services undertakes analysis and reporting of data and information to measure and evaluate performance against established goals. This includes regular audit activity to monitor and review performance and compliance with relevant standards and legislation as well as evaluate risks and identify strategies required.

This includes:

- Gap analysis
- Complaints and feedback (formal or informal) including surveys
- Accident and serious incident reports
- Annual quality self-assessment
- National Standards for Disability Services self-assessment
- Service or process mapping and audit
- Service reviews with people with disability
- Employee exit interviews
- Exit interviews for people with disability, families and carers.

RELATED DOCUMENTS
Quality Improvement Plan
Strategic Planning Policy
Financial Management Policy
Occupational Health and Safety Policy
Company Risk Management Policy
Complaints, Feedback and Compliments Policy and Procedure
Complaints Feedback and Compliments Form
Critical Incident Report Form

Code of Conduct
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Duty of Care
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<b>RELEVANT LEGISLATION OR STANDARDS</b>
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National Standards for Disability Services
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