



# Quality Policy

**Policy Number**  
CHC-PG-0000

**Version Nos:**  
**5**

The West Coast District Health Board (WCDHB) will fund and provide a continuum of quality health services aimed at providing improved health outcomes and maximising the independence of people with disabilities.

## 2. Purpose

The WCDHB has developed this Policy to ensure that it develops, implements and reviews its Quality Management System, which shall include:

- a Quality Policy; and
- clearly defined responsibilities and accountabilities, policies, regulations and procedures that define what WCDHB wants to achieve and the standards it wants to meet; and
- a coherent and integrated strategy which covers all activities relating to quality; and
- a review method which regularly reviews all policies, regulations and procedures of the Quality Management System; and
- a method for ensuring all recommendations for change and improvement identified by the reviews are implemented.

## 3. Application

This Policy applies to all WCDHB staff and Board/Committee members.

## 4. Responsibilities

For the purpose of this Policy:

the **Chief Executive Officer** is required to:

- oversee all aspects of this Policy;

**Staff Members** are required to:

- ensure they abide by the requirements of this Policy.

## 5. Definitions

For the purposes this Policy:

**Consumer** is taken to mean a health consumer or disability services consumer (as defined by the Code of Health and Disability Services Consumers Rights)

## 6. Process

1.00 The WCDHB will endeavour to improve, promote and protect the health of the West Coast community via a cohesive and collaborative approach to health service delivery.

1.01 The WCDHB will endeavour to reduce health disparities by improving health outcomes for Maori through partnership, participation and protection.

1.02 The WCDHB will aim to achieve improved health outcomes by delivering comprehensive community-focused primary care

1.03 The WCDHB will promote effective care and support for those in need of disability support services.

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- 1.04 WCDHB will strive to achieve excellence through identifying and exceeding the actual and perceived health and disability needs of its consumers.
- 1.05 The quality mission of WCDHB is to create a continuous improvement process that unites WCDHB in its commitment to a quality culture and focuses the efforts of WCDHB to meet or exceed the expectations of its consumers. This will be achieved by involving all WCDHB staff members in the improvement of all WCDHB activities on a continuous basis, so that the expectations of consumers are met or exceeded..
- 1.06 WCDHB holds as important the values of equity, justice, honesty and integrity; the achievement of openly declared goals; excellence in the provision of health and disability services in an environment, recognition of staff members and consumers as individuals; consumer servicing with excellence; accountability and responsibility, and collective participation in decision making.
- 1.07 In relation to the formulation and communicating of its goals, objectives and scope of service delivery, the WCDHB will promulgate these through its Strategic Plan and District Annual Plan, in accordance with requirements of the Operational Policy Framework and the New Zealand Public Health and Disability Act (2000).
- 1.08 With respect to the achievement of excellence, the WCDHB Quality Management System will guide all activities relating to this.
- 1.09 The WCDHB believes that quality is an integral part of all activities that it undertakes. The WCDHB undertakes its activities through the implementation of its Quality Management System. The Quality Management System is designed to maintain the quality of service provided, and where necessary, make improvements to processes.

## 7. Related Procedures

- WCDHB Management of QMS Components Procedure
- WCDHB Quality Auditing Procedure
- WCDHB Service Quality Improvement Procedure

## 8. Related Documents

- WCDHB Strategic Plan
- WCDHB District Annual Plan

## 9. References

- Health and Disability Sector Standards (NZS 8134:2000)
- New Zealand Public Health and Disability Act (2000).
- Operational Policy Framework
- Quality Management and Quality System Elements (NZS 9004)

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<b>Revision History</b>	<b>Version:</b>	5
	<b>Developed By:</b>	Quality Improvement Co-Ordinator
	<b>Authorised By:</b>	CHC Ltd Board
	<b>Date Authorised:</b>	November 1996
	<b>Date Last Reviewed:</b>	January 2007
	<b>Date Of Next Review:</b>	January 2009



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