



Ord Valley Aboriginal Health Service

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OVAHS QUALITY POLICY-SUMMARY

Quality Policy and Procedure

Ord Valley Aboriginal Health Service (OVAHS) delivers high quality primary health care and additional social support services in Kununurra and surrounding areas.

OVAHS strives to continually meet and exceed client expectations through commitment to the following strategic goals:

- Enhance outcomes for our clients;
- Improve coordination and collaboration;
- Contribute to improved service delivery through organisational learning;
- Establish a dynamic, change-oriented culture in the organisation;
- Encourage reflective thinking and critical analysis; and
- Identify and respond to service delivery barriers and gaps.

To ensure we meet our strategic goals, we operate and maintain a quality management system (QMS) compliant with AS/NZS International Standards Organisation 9001 and consistently aim to improve it using continuous quality improvement principles.

All OVAHS staff are required to be aware of and comply with the requirements of the QMS and contribute to the reporting of issues or opportunities for improvement.

Quality Objectives

The following quality objectives have been selected as specific goals for our quality management system. The Quality Objectives operationalise our commitment to the Quality Policy.

1. RACGP Criterion QI – Quality Improvement Activities
2. Client feedback
3. Improving clinical care
4. Health Summaries
5. Safe and quality use of medicines
6. Managing clinical risk
7. Open disclosure

The Quality Objectives are reviewed annually by the Senior Management Team and as required.