

Policy

Quality Management System Policy

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Executive sponsor	Executive Director Legal, Governance and Risk			Effective date	08/12/2020
Author/custodian	Principal Quality and Assurance Officer			Review date	08/12/2021
Supersedes	3.0				
Applicable to	All staff (permanent, temporary, full-time, part-time and casual), organisations and individuals acting as agents of Children's Health Queensland and other partners in care such as individual contractors (including visiting medical officers), consultants, students and volunteers.				
Authorisation	Health Service Chief Executive				

Policy Statement

The quality of our services is fundamental to our vision of leading life-changing care for children and young people – for a healthier tomorrow. Quality healthcare is achieved by services where:

- we actively engage and collaborate with children and young people, their families and our healthcare partners
- we acknowledge we are all responsible for contributing to high quality care
- we provide safe environments to optimise the health and wellbeing of children and young people, and staff
- we support staff wellbeing and ongoing development
- we commit to meeting legislative and other requirements including those set out in the international standard for quality management systems (ISO 9001)
- we identify and address risks and opportunities and strive to continually improve performance.

Staff are encouraged to display the [CHQ-POL-42003-1 Policy Statement](#) at their work units.

Intent of Policy

This policy expresses CHQ's expectations with respect to the quality of services provided to our patients and families. It supports the strategic direction of the organisation as set out in the [CHQ Strategic Plan 2020-2024](#) and provides a framework for setting the [quality objectives](#).

Scope

This policy applies to all CHQ services and to all staff (permanent, temporary, full-time, part-time and casual), organisations and individuals acting as agents of CHQ and other partners in care such as individual contractors (including visiting medical officers), consultants, students and volunteers.

Principles

To consistently meet requirements and address future needs and expectations, CHQ adheres to the quality management principles described in the ISO standard ISO 9001:2015, Quality Management Systems – Requirements:

- customer focus
- leadership
- engagement of people
- process approach
- improvement
- evidence-based decision making
- relationship management.

Quality objectives

CHQ has established the following quality objectives for staff to work toward achieving continual improvement:

- Meet or exceed the agreed measures of person centred care
- Demonstrate effective partnerships with key stakeholders as evidenced by formal agreements and positive feedback
- Demonstrate targeted high levels of staff engagement, retention and performance development
- Deliver or exceed levels of performance as determined by the CHQ Board and Department of Health.

Supporting documents

Procedures, Guidelines and Protocols

- [CHQ-POL-42003-1 Quality Management System – Policy Statement](#)
- [CHQ-FW-42007 CHQ Quality Management System – Manual](#)
- [CHQ-FW-24904 Enterprise Risk Management Framework](#)
- [CHQ-FW-26404 Compliance Framework](#)
- [CHQ-POL-42005 Quality Management System - Nonconformities and Corrective Actions Management](#)
- [CHQ-PROC-42006 Quality Management System - Management Review](#)

Consultation

Key stakeholders who reviewed this version:

- Manager Governance and Risk
- Executive Director Legal, Governance and Risk

Key stakeholders who reviewed the previous version:

- Quality Management System Committee

References

1. ISO 9001:2015 Quality Management Systems – Requirements

Policy revision and approval history

Version No.	Modified by	Amendments authorised by	Approved by
1.0 23/07/2018	Principal Compliance and Assurance Officer	Executive Director Legal, Governance and Risk	Health Service Chief Executive
2.0 03/10/2018	QMS Project Officer	Executive Director Legal, Governance and Risk	Health Service Chief Executive
3.0 23/09/2019	Governance Project Lead	Executive Director Legal, Governance and Risk	Health Service Chief Executive
4.0 08/12/2020	Manager Governance and Risk	Executive Director Legal, Governance and Risk	Health Service Chief Executive

Keywords	QMS, quality management system, quality management policy, quality objectives, quality statement, ISO 9001, ISO 9001:2015, 42003
Certification references	NSQHS Standards (1-8): 1 Clinical Governance ISO 9001:2015 - Quality Management Systems Requirements - Clause 5.2