



PM Ability

Quality Management & Continuous Improvement Policy Feb 2022

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Introduction

This Quality Management Continuous Improvement Policy applies to PMAbility.

We are committed to ensure that our conduct is of the highest standard, demonstrating honesty and integrity, independence, confidentiality and competence.

Mission Statement

We seek to provide a mechanism for people to manage their funds to a set budget. We provide a customised approach, with visual reminders and graphics representation of their spending patterns.

Our Values

Respect

We respectfully encourage each person to exercise choice and control and respect the diversity of each individual's needs.

Empowerment

We actively listen to better understand individual needs and expressed aspirations, maximising independence and building confidence and capacity

Integrity

We are open, professional, authentic and fair in everything we do.

Quality Management

The quality management system has been established to provide focus and direction within PMAbility to have a positive impact on operational effectiveness, resulting in a high-quality service. The policy is developed to ensure:

- Alignment of people and resources with our mission and vision.
- Alignment of planning, quality and risk management systems and the integration of these systems into all areas of operations.
- Focusing on our stakeholders to foster collaboration, exchange of 'best practice' information and allow us to conduct critical self-evaluation.
- Providing a whole-of-service approach, reflecting our governance and organisational structure which outlines clearly responsibilities and accountabilities.
- Continuous improvement.

The quality management system is designed to support our service delivery and ensure that all services meet the requirements of the NDIS Quality Standards and Practice Indicators.

Our approach

The quality management system includes:

- Using data gained from complaints/feedback to improve services and procedures (see Compliments and Complaints Management Policy).
- Managing the continuous improvement system to determine areas of improvement, including input from:
 - Compliments and Complaints Management Policy
 - Risk Management Plan
 - Incident Handling Policy
 - Continuous Improvement Plan
- Incorporating all relevant improvements identified in the Continuous Improvement Register into management and corporate governance processes.
- Highlighting risks through the Risk Management Plan to reduce hazards and improve practices.
- Managing human resources; including training staff on how to deliver quality support to meet the individual needs of participants.
- Providing participants access to quality services and allowing them to have input via complaints and feedback.
- Devising and implementing an internal audit schedule to ensure our organisation continues to: - Review legislation that directly affects service provision - Audit and review policies and procedures to meet National Disability Insurance Standards, Rules and Guidelines.
- Delivering services that meet best-practice standards; including evidence-based, person-centered support plans designed for individual participants.
- Reviewing policies and procedures, in conjunction with our feedback strategies, to allow for quality management of all services.

Continuous Improvement Plan

What is continuous improvement?

Continuous improvement is an ongoing effort to improve the quality of services and care delivered by a service.

Continuous improvement:

- considers the needs of care recipients and may involve them in improvement activities.
- looks at improvements in a systematic way to improve quality over time.
- ranges in scale from smaller programs to significant strategic initiatives.

What is the relationship between continuous improvement and quality assurance?

Quality assurance is about systems and processes that deliver a consistent quality of care and services. Continuous improvement moves beyond quality assurance to find ways of lifting the quality of services delivered.

What are the principles of continuous improvement?

Whatever approach is used, the following framework helps to drive and support the process:

- care recipient focused.
- strategic planning and implementation.
- involvement of key stakeholders.
- Innovation.
- regular monitoring and evaluation.

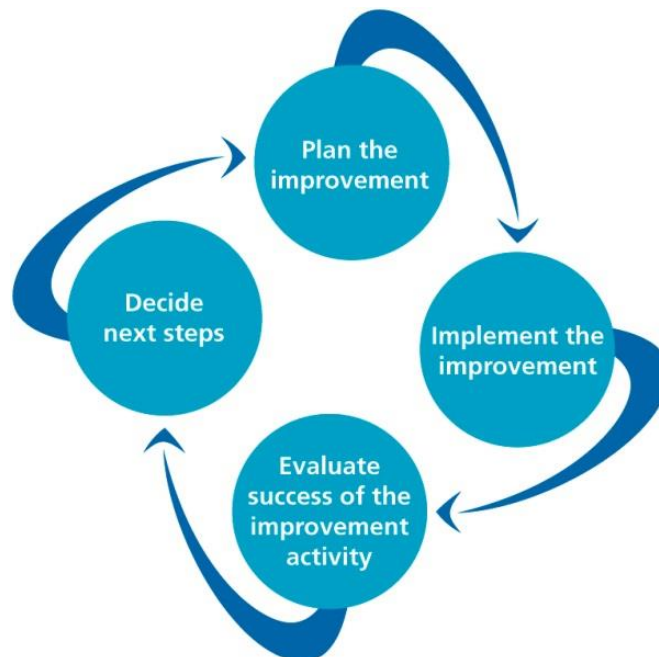
A culture of continuous improvement ensures a service is responsive to change and can continually develop a quality service that is of value to its care recipients.

A sound continuous improvement program can demonstrate:

- baseline – the current situation the service is trying to change.
- planned improvements and the expected benefit to care recipient.
- monitoring – systems to monitor a new process or activity during its implementation.
- evaluation – systems to monitor a process or activity once it has been implemented, which should help ensure its sustainability and capture the actual improvements.

Continuous improvement processes help services resolve problems and deliver high quality care and services to care recipients.

How can services implement improvements in a structured manner?



Plan the improvement

Continuous improvement means taking a systematic and planned approach to improving the quality of care and services including:

- analysing complaints trends and themes.
- researching possible solutions at the service level.

- planning and prioritising improvement activities.
- listening to suggestions from care recipients, representatives and staff.
- monitoring and evaluating new solutions, processes and improvements.

Improvements that are made in response to problems (for example, malfunctions being corrected, broken furniture being repaired) are not *planned* continuous improvement.

Implement the improvement

Services should monitor new processes and activities to make sure the change is not causing problems. This will allow services to make modifications to an activity or process as required and ensure positive results for care recipients.

Care recipients and staff should be involved in the implementation, including through keeping them informed as appropriate. Staff should be supported through education and training, and updated information in policies and procedures.

Evaluate success of the improvement activity

Evaluating the effectiveness of a new activity or process is an important step. Ensure all components of the activity have been closed-off, for instance, updating of any policies and procedures, and seeking care recipient and staff input.

Having a structured approach to the evaluation of continuous improvement can also provide guidance for future improvement activities.

Decide next steps

There are at least two possible situations in this step:

1. If the improvement activity has been successful, you can close the loop, or
2. The improvement activity has been unsuccessful or partially successful and staff need to make amendments and start a new cycle of planning, implementing, evaluating and deciding.

Why keep track of their improvement activities?

Keeping track of improvement activities ensures a strategic approach to continuous improvement, including prioritisation of activities. It also allows services to reflect on what worked well, and what didn't.

A plan for continuous improvement can be in the service's own format but should include clear information on:

- issues identified.
- the expected outcome(s) to which it relates.
- the planned action(s).
- planned completion date.

PLAN FOR CONTINUOUS IMPROVEMENT

When deciding on an action, you should consider how the action will improve the care and services provided to Customers and the sustainability of the action.

PMAbility

Date plan prepared: _____

Date	Issues identified (include source for example complaint, internal audit)	Related Policies / Procedures	Planned action	Planned completion date	Actual completion date

THE END