

# QUALITY POLICY

Darwin Day Surgery is committed to providing safe, affordable, quality healthcare for all.

Quality is key in all areas of patient care and business planning.

Darwin Day Surgery's Board of Directors and Management team strive to, through their quality commitment, focus on:



## PARTNERSHIP

- Respect the rights and dignity of our patients, their carers and our employees.
- Provide care that is personal and relevant to the individual needs of our patients.
- Patients and carers are engaged as partners in their care that results in a positive experience.
- Respect and support diversity and equity.
- Encourage feedback/review from patients and carers.



## EXCELLENCE

- Complying with regulatory requirements through The International Standard for Quality Management (ISO 9001) and the National Safety and Quality Health Service Standards (NSQHSS).
- Continually monitoring and improving the effectiveness of our quality management system through auditing and customer feedback.
- Setting appropriate goals and objectives relating to safety and quality.
- Preventing incidents with patients and staff through active risk management.
- Ongoing education of all staff.

*Joanne Kovac.* Managing Director