

# QUAL-Gov-5.1 Quality Assurance and Improvement Policy



## Policy

Eastern Victoria GP Training's (EV) quality assurance and improvement processes will assist the organisation to achieve its goal of providing quality General Practice education and training.

EV is committed to using evidence in quality improvement activities, and to actively undertake high quality research to contribute to those activities.

To achieve this EV will:

1. Identify gaps and potential improvements. This will occur through the regular monitoring, evaluation and planning across all programs and services.
2. Undertake strategic and business planning.
3. Allocate resources to quality assurance and improvement activity.
4. Establish and utilise a quality improvement framework including processes and systems that continually improve the quality of the services, programs and future directions of the organisation.
5. Liaise and collaborate with other Australian GP training organisations to share resources and enhance education and training delivery.
6. Educate staff about quality assurance and improvement.
7. Seek and monitor feedback on all aspects of services provided. This will be regularly reported to the CEO and Board.
8. Implement a comprehensive suite of policies and procedures based on relevant legislation, industry standards and best practice.
9. Collect, analyse and report data.
10. Use current demographic information (including social, economic, and environmental indicators) for planning and review.
11. Promote, support and actively engage in research.
12. Collaborate with appropriate individuals and partners to maximise the efficient and effective use of research resources. This includes universities, GP training organisations, public health networks and other key stakeholders.
13. Encourage new approaches/innovations in the delivery of existing EV programs.
14. Champion ideas from both within EV and from external expertise.
15. Ensure risk and compliance are monitored on a regular basis.

## Definitions

*External Audits* - audits performed by an external auditor for EV or a funder to check that EV is working to its required operations and processes.

*Internal Audits* - audits of an area of the management system to ensure that EV is working to its internal processes.

*Quality assurance* - the maintenance of a desired level of quality in a service or product, especially in relation to each stage of a process.

*Quality Improvement* - can be defined as "an organised process that assesses and evaluates systems to improve practice". Quality Improvement is often described as a cycle of Plan, Do, Check, Act (PDCA).

## Additional Information

- SD-5.1-Quality Improvement Framework

## Relevant Legislation

Nil

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| <b>Policy owner (position title)</b> |                    | CEO   |                            |  |            |
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