



THE QUALITY POLICY

All staff working within the TCDH are committed to the establishment and maintenance of a robust Quality System, as directed by the Quality Systems Manual. The Quality System will guide practice and will form the foundation from which staff refer to at an operational level, is customer centric, guarantees safety and is readily accessible whilst being easy to use.

Planned outcomes are:

- To provide the community with a core group of medical services of an exceptionally high standard, positioning the Tennyson Centre Day Hospital as leaders within the Day Hospital arena.
- To consult with and request feedback from consumers, as it relates to meeting their needs and expectations
- Ensuring that system design is based on best practice, are risk focused, is measurable and complies with regulatory requirements
- Objective assessment of performance against contemporaneous industry standards by internal auditing and external benchmarking amongst “like” facilities, while being compliant against AS/NZ 9001:2016 and NSQHS Standards

TCDH and staff commit to abiding by the following philosophies and aims:

- The Tennyson Way
- To actively seek and critically examine, information from stakeholders in regard to systems and processes and recognize this as an opportunity to act on anything that is reasonable and practicable
- Making safety to all a priority and monitored via the Riskclear Risk Management program
- To advocate for the patients’ rights to expert, courteous, professional and efficient care
- To protect patients privacy and confidentiality
- To incorporate Best Practice Guidelines in order to achieve quality outcomes
- Manage resources in a financially responsible manner but not at the cost of a high standard of patient care
- Respond to information gleaned from customers, audit results, non-conformances and changes made, in a way that supports the Plan-Do-Check-Act methodology
- Communicate outcomes, feedback and results to those working operationally within the facility, up to the highest level of governance.

Customers may contact the TCDH GM/DON, if they would like more information on our Quality Policy.