

1. Adventist HealthCare Limited (AHCL) Quality Policy focuses on caring for those who come in contact with the organisation as our first priority and is reflected in our mission, “*Christianity in Action – caring for the body, mind and spirit of our patients, colleagues, community and ourselves*”.
2. AHCL is strongly committed to the delivery of high quality healthcare in a caring environment. Our aim is to remain a recognised national leader in the provision of quality private healthcare, accomplished through:
  - 2.1 Treating patients with respect, compassion, dignity and integrity
  - 2.2 Actively promoting the safety of patients, service providers, staff and visitors
  - 2.3 Attracting qualified healthcare professionals who are able to provide a quality service
  - 2.4 Maintaining appropriate accreditations and registrations for relevant professional services staff and visiting medical and allied health professionals
  - 2.5 Achieving the requirements of the AS/NZS 9001:2016/ISO 9001:2015 Standard for quality management as applicable at the time
  - 2.6 Complying with the National Safety and Quality Health Service Standards
  - 2.7 Continuously improving quality and healthcare systems
  - 2.8 Maintaining a focus on patient experience and satisfaction
  - 2.9 External reviews (certification or accreditation of AHCL services)
3. Our quality objectives are framed by specific strategies covering Management, Consumers, Compliance, Benchmarking, Education & Training and Clinical Excellence.
4. As the peak document in our quality management system, this Quality Policy is published in the Quality Manual, and referenced in management and staff induction and training processes.
5. This Quality Policy is reviewed annually by the AHCL Executive Officers Committee, which ensures that it remains valid, relevant and understood throughout the organisation.

Approved by EOC: Ref EOC190808-5.