

QUALITY POLICY

Vision

Cura Day Hospitals Group (CURA) owns and operates private Day Hospitals in Australia and has a vision to be the acknowledged leader in the provision of quality day surgery facilities by providing and continually maintaining modern and well equipped facilities to the highest safety standards, and being recognised by leading industry accreditation bodies. Cura believes that a safe working environment is essential to quality health care and patient well-being.

Mission

The mission of CURA is to operate our business in a manner that consistently meets or exceeds the safety and quality standards set by our stakeholders. To achieve this, we are committed to the continuous improvement of our operations, maintaining a strong consumer focus and to ensuring the long-term sustainability and profitability of Cura.

Corporate Values

Leadership

Integrity

Excellence and Quality

Teamwork

Respect

We undertake to ensure through communication, engagement, practical example and training that Safety and Quality is the aim of all members of the Organisation.

Cura's facilities implement a Quality Management System in accordance with the Australian Commission on Safety and Quality in Health Care (NSQHS Standards) thereby ensuring that the highest standard of patient care is given and that the needs and expectations of consumers, and visiting medical specialists are effectively met. The consistent framework of sound Corporate and Clinical Governance has led to group expansion and satisfaction for all parties.

Our Safety and Quality Management System incorporates, but is not limited to, Environmental and Risk management, Workplace Health & Safety, Consumer focus and the endorsement of the Australian Charter of Healthcare Rights for patients / carers and families.

CURA's hospitals provide patients with the highest possible level of care by ensuring that documented processes comply with all relevant Australian Standards, Codes, Legislation and Best Practice Guidelines in a healthcare setting. Corporate policy and procedures are well documented and are of paramount importance to our quality and safety, and our continued success.

Our hospitals' performance is monitored against CURA's objectives. Performance outcome is benchmarked and discussed at the corporate level and at the facility with their Medical Advisory Committee, consumers and at management and staff meetings.

Management commitment to working towards improving efficiencies supports staff participation in internal audit processes, competency activities and ongoing education. Through direction and support, each employee will have a proper understanding of the importance of the Safety and Quality System function, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the Organisation.

Management strives to continually improve the workplace environment for staff, service providers and consumers by participating in WHS facility- assessment activities. Outcomes of such activities are benchmarked against like-minded facilities within and outside CURA.

Consumers are offered the opportunity to supply feedback to our Hospitals via participation in focus group meetings, regular survey activities/ internet media.

Therefore, CURA's Executive Management Committee is committed to:

- Satisfying applicable requirements by ensuring that consumer and applicable statutory and regulatory requirements are determined, understood and consistently met;
- Continual improvement of the Safety and Quality Management System (SQMS) by ensuring the risks and opportunities that can affect conformity of services and the ability to enhance consumer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

CURA's Executive Management Committee shall:

- Take accountability for the effectiveness of the SQMS;
- Ensure the safety and quality policy and quality objectives are established for the SQMS and are compatible with the context and strategic direction of the Company. Safety and Quality objectives have been set and are maintained as part of the SQMS internal auditing, monitoring and management review processes, in order to enhance customer satisfaction;
- Promote the use of a process approach and risk-based thinking;
- Ensure that the resources needed for the SQMS are available; including training, support and encouragement;
- Communicate the importance of effective safety and quality management and of conforming to the SQMS requirements;
- Ensuring that the SQMS achieves its intended results;
- Engage, direct and support persons to contribute to the effectiveness of the SQMS;
- Promote improvement: Support other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility. Equally, every employee is responsible for, and will be trained to perform the duties required by his or her specific role.
- Establish partnerships with suppliers and interested parties to provide an improved service.