

Contents

Record of Review	2
Legislation	2
Reference Documents	2
Policy Statement	2
Definitions	3
Delegations	3
Procedures	4
Participation and feedback	4
Initiating additions or changes	4
Accreditation and validation reviews	5
Research	5
Quality cycle	5
Quality improvement plan	5

Record of Review

Review Date	Lead by	People consulted
1/7/2020	Richard Parsons	Dr. Kerry Hancock

Legislation

- Australian Service Excellence Standards (ASES)

Reference Documents

- NADA Quality Improvement page
- Quality Innovation Performance, ASES page

Policy Statement

Spirometry Learning Australia (SLA) actively pursues and demonstrates continuous improvement in all aspects of governance and operations with the aim of improving services to service users. This ensures Spirometry Learning Australia continues to change and adapt to the needs of its service users, funders and the wider community.

Systems and resources are provided that support the ongoing planning, monitoring of quality initiatives on an organisational level as well as at a program level. Systems are put into place that encourage participation in a variety of ways; implementing ongoing monitoring of standards, initiating quality improvement measures and coordinating the services’ evaluations, audits and accreditation reviews.

Continuous quality improvement (CQI) is an agenda item for meetings of the Advisory Council and staff meetings.

Quality improvement activities are to be based on the quality cycle. A structured Quality Improvement Plan must be maintained and outlines the specific tasks to be undertaken by staff during a quality cycle. Spirometry Learning Australia’s goals and outcomes, as outlined in the Strategic Plan, should be considered in all stages of the quality cycle.

Continuous Quality Improvement Policy

Definitions

Quality - is the extent to which the properties of a service or product produce a desired outcome.

Improving performance - a continuous study and adaptation of processes in order to achieve desired outcomes and meet the needs and expectations of members, service users and stakeholders.

Accreditation - assessment by an external body or agency to determine the level of compliance with an agreed set of standards.

Continuous quality improvement (CQI) - the process of continual review of Spirometry Learning Australia, its structures and functions of governance, management, engagement with service users and other stakeholders and its service delivery.

Stakeholders - refers to interested parties including service users and organisations (such as NGOs, private practices), health care workers, staff, contractors, and suppliers involved with Spirometry Learning Australia.

Delegations

Roles	Responsibilities
Spirometry Learning Australia Advisory Council	<ul style="list-style-type: none"> ▪ Demonstrate a culture a quality improvement through the Advisory Council practices and operations ▪ Identify, lead, promote and participate in quality improvement activities in line with strategic goals and values
Business Manager / Specialist GP (Respiratory Medicine)	<ul style="list-style-type: none"> ▪ Co-lead the development of a quality improvement culture within the organisation ▪ Authorise presentations and/or attendance at conferences to support staff in their professional practice ▪ Co-lead and coordinate continuous quality improvement (CQI) systems, research partnerships and practices ▪ Identify research projects in line with strategic objectives, priorities and policy ▪ Lead comparative and benchmarking activities and subsequent organisational change ▪ Orientate new staff members and contractors to CQI systems
Program Manager / Senior Respiratory Scientist	<ul style="list-style-type: none"> ▪ Co-lead the development of a quality improvement culture within the organisation ▪ Authorise presentations and/or attendance at conferences to support staff in their professional practice ▪ Co-lead and coordinate continuous quality improvement (CQI) systems, research partnerships and practices

	<ul style="list-style-type: none"> ▪ Identify research projects in line with strategic objectives, priorities and policy ▪ Lead comparative and benchmarking activities and subsequent organisational change ▪ Orientate new staff members and contractors to CQI systems
Staff and contractors	<ul style="list-style-type: none"> • Promote and demonstrate commitment to CQI and assist with implementation of CQI activities and processes

PROCEDURES

Participation and feedback

Spirometry Learning Australia routinely collects information on its services to identify progress, achievements and areas of improvement. This information is collected through a variety of mechanisms including stakeholder, participant and staff surveys, feedback forms, interviews, literature reviews, audits, trend analysis of incidents, complaints, hazard reports, observations and policy/record/system reviews.

Information from surveys, feedback forms, stakeholder interactions and staff-initiated changes shall be reviewed by the Business Manager and Program Manager and appropriate corrective or preventive actions shall be taken if adverse trends are determined.

Wherever practical, findings will also be shared with relevant staff and the Advisory Council and their input sought regarding improvement solutions.

Initiating additions or changes

Staff are encouraged to initiate changes or additions to the quality management systems at any time by email to the Program Manager.

The email should outline:

- A description of the issue/s identified, and
- List of suggestions/ideas to resolve/improve the issue/s.

On receipt of the email the Program Manager or delegate will:

- Clarify the issue, talking with staff and/or stakeholders to better understand the issue.
- Identify solutions to the issues, taking into account the needs of the organisation, staff, service users and stakeholders that may be affected. Actions may range from procedure documentation or policy development to system redesign or creation to be taken, if any.
- Where improvements are significant, the process is recorded on the quality improvement plan (see the following page).

Continuous Quality Improvement Policy

- Nominate the person responsible for carrying out the solution and the timeframe for implementation and review.
- Provide feedback to all involved on the actions taken.
- Evaluate whether the solution was effective.
- File a copy of the initial email and action taken when closed out in the closed section of the Quality Improvement Folder.

Accreditation and validation reviews

Spirometry Learning Australia is required to undergo a quality accreditation review every 3 years against the current version of the TSANZ Standards for Spirometry Training Courses.

Accreditation is a tool to measure performance and outcomes and identify opportunities for improvement against an agreed set of Standards.

The improvements identified through the review process are summarised in the Accreditation Report and included in the Quality Improvement Plan (see Quality Improvement Plan below).

Research

Spirometry Learning Australia will access and share information that adds value and quality to the services being provided. This can include reports from government or other services on evidence based and informed practice models and the latest trends in care and casework.

From time to time Spirometry Learning Australia may implement research projects to document its own best practice approaches. This information is distributed across the organisation and to stakeholders to encourage the promotion and implementation of quality initiatives.

Quality cycle

Spirometry Learning Australia employs a quality cycle approach to continuous quality improvement that is systematic and future directed. The quality cycle involves steps to continually evaluate and improve services and the results for stakeholders. This is commonly known as Plan-Do-Check-Act cycle. The quality improvement cycle does not stop and is never finished based on an assumption that there will always be opportunities for improvement, with better results seen as each cycle is completed.

Quality improvement plan

Spirometry Learning Australia will develop and work within a three-year quality improvement plan, outlining the specific tasks to be undertaken by staff during the quality cycle and the steps to meet accreditation requirements. Spirometry Learning Australia goals and outcomes as outlined in the Strategic Plan should be considered in all stages of the quality cycle.

The Business Manager and the Program Manager will support and monitor the implementation of the Quality Improvement Plan.