

# Quality Improvement

At CKAHSAC, we take quality and safety seriously and are committed to our Continuous Quality Improvement (CQI) journey. For CKAHSAC, CQI is simply a process to help us achieve improvements in the quality of the services we provide.

CQI is embedded in our approach to organisational performance management, quality management and within our Clinical and Practice Governance Framework.

The framework guides employees in the systematic approach to Continuous Quality Improvement activity, focusing on improving organisational and service-delivery level systems, processes and outcomes.

A secondary purpose is to make available information for managers and employees to support orientation, induction and training activity to enable everyone to contribute towards continually improving what we do.

The ultimate aim is for CKAHSAC to have a positive impact on the physical, social, emotional and spiritual wellbeing of our Aboriginal clients and community.

To do this we continuously reflect on, understand and improve our performance and how our client's experience the care they receive.