

## **Quality Policy**

To provide quality, safe and caring service in a friendly and professional environment. Specialist Surgicentre will strive to continuously improve the service offered through the assessment of procedures, equipment and standards to reach best practice in service and patient care.

## **Vision**

Specialist Surgicentre will be recognised as a destination for day surgical procedures in Geelong and Melbourne. We plan to provide a service and experience that is above and beyond the expectations of our patients through consumer engagement and evaluation of monitoring processes.

We plan to attract and enhance relationships with the qualified, accomplished and respected physicians, other healthcare professionals and staff.

## **Mission**

Excellence through leadership, in delivering quality healthcare services.

Our mission is to demonstrate a safe, efficient, excellent quality service to patients requiring day procedures.

- Specialist Surgicentre offers a highly trained team of experienced medical professionals who will provide safe, high quality care in a friendly and professional environment.
- The caring compassionate team will create better experiences for people using our services, by making their episode of care as pleasant and efficient as possible.
- Foster a culture of superb clinical and operational performance, as well as responsive and compassionate care.
- Provide superior capabilities, facilities and technology for the full continuum of healthcare services.

Specialist Surgicentre will strive to achieve and maintain ISO certification 9001:2015 and accreditation against the NSQHSS.

We will continually improve the services offered, by engaging with consumers and through our review of procedures, equipment and standards

## **Values**

Our values guide our behaviour and we will ensure our values underpin all of our actions:

- Respect
- Excellence
- Teamwork and collaboration
- Integrity

## **Our Strategic priorities:**

Our strategic priorities cascade from an understanding of our challenges through risk assessment, our ambitions and our fundamental desire to provide the very best care to our community.

We will pursue our five strategic priorities to help us achieve our vision:

- Collaborate with our internal and external interested parties to provide excellent quality healthcare services
- Caring for people through sustainable, responsible and innovative use of resources
- Ensure efficient pathway from admission to discharge
- Care is delivered by an engaged, competent and valued workforce
- Care is safe, accessible, appropriate and reliable.

Mr Martin Ching

CEO