

# Quality Policy Statement

QP: 5.0

Version 4

Date: May 2024

The HealthWISE Quality Policy is consistent with and should be read in conjunction with the Vision, Purpose and Values of HealthWISE New England North West and the Code of Conduct.

The HealthWISE Board and Management is committed to ensuring that HealthWISE produces quality results that meet the expectations of the funding bodies that provide funding to the organisation. HealthWISE is committed to producing quality products and services that satisfy contractual requirements, meet the needs of clients and stakeholders and comply with legislation and standards.

The HealthWISE Board is committed to meeting the relevant Accreditation Standards as a framework for managing the organisation's affairs and continually striving to improve.

Each HealthWISE team has developed quality objectives as part of the quality management and annual plans. These objectives are reviewed annually to maintain relevance.

Quality management is the central core in managing the services of HealthWISE. It is incorporated in position descriptions, the induction process for new staff, included as a standing agenda item on all internal meetings as well as a core role of the Finance, Audit and Risk Subcommittee.

The aim of complying with the relevant Accreditation Standards is to ensure good governance in the following areas:

- Policies, procedures and protocols are documented for relevant aspects of the business conducted by HealthWISE
- Policies, procedures and protocols are comprehensive and up-to-date and align with regulatory requirements
- Policies, procedures and protocols are readily accessible to those who need them throughout the organisation
- A system for identifying, implementing and monitoring compliance with applicable regulatory requirements is documented and implemented
- A system for document control is documented and implemented
- An evidence-based approach to quality improvement is documented and implemented
- To build upon the existing quality ethos of HealthWISE, which is already a key value of our organisation
- To assure our funders, members and stakeholders that we are fully committed to delivering quality materials, services and advice.