

Integrated Continuous Quality Improvement Program

To meet your risk management, clinical governance and quality management systems obligations under Standard 8 requires a robust Continuous Quality Improvement (CQI) program.

A robust CQI program involves 3 components:

- Identification/Diagnosis
- Action
- Governance/Evaluation

Good governance involves having an objective party monitoring and assessing the action.

In association with Moving On Audits (MOA), Pride Living brings you an **Integrated CQI Program** that provides end-to-end service, allowing providers to have confidence with:

- their CQI program recognising and responding to gaps and opportunities,
- resourcing the CQI and
- ensuring the actions are effective and completed according to plan.

Quality Assurance is vital for Standard 8 requirements, in areas including the risk management framework, clinical governance framework and quality management systems.

Service overview

An effective Continuous Quality Improvement (CQI) program has three components:

1 Identification/Diagnosis

Where gaps and opportunities are identified, through an auditing process.

moa.

2 Action

An action plan is developed to address the specific issue and typically is resourced internally.

3 Governance/Evaluation

Some providers have the internal structure to meet this function, while many smaller organisations don't. Pride Living's Quality and Compliance team often fulfils this function for our clients.

As part of our service, we will review your MOA reports, monitor your monthly progress and proactively engage with your team to ensure your CQI program is effectively progressing.

Think of us as the project manager who makes sure things get done on time and to specification!

Why Pride Living

- ✓ Our consultants are experienced advisors in **compliance remediation**
- ✓ Our consultants have current knowledge of **best practice and assessment expectations** of the Aged Care Quality Standards
- ✓ Multidisciplinary team with **broad operational and governance experience**
- ✓ **Ongoing access to our consultants** – we encourage clients to communicate with our consultants post review as this supports best practice and minimises future non-compliance risk



KATRINA ONG

Partner – Quality &
Clinical Governance

Pricing

Integrated Continuous Quality Improvement Program:

\$14,995 per home per year

Price excludes MOA subscription fee and GST

Special offer to Pride Living clients

If you're an existing client with Pride Living and not yet a MOA subscriber, contact us to hear our special offer.

Next steps

If you would like to discuss or engage in our Integrated Continuous Quality Improvement Program, please contact clientservice@prideliving.com.au or call Denise Bradshaw on (02) 9060 6445 to arrange a time to meet with our consultants.



PRIDE LIVING

Suite 1002/100 Walker Street
North Sydney NSW 2060

+61 2 9060 6445

clientservice@prideliving.com.au

Suite 208/454 Collins Street
Melbourne VIC 3000

www.prideliving.com.au