



Riverina Medical & Dental Aboriginal Corporation

IMPROVING POLICIES AND PROCEDURES

“Where policies and procedures have been in place for a long time there have been opportunities to improve them through changes that suit the organisation and clients.”

Jody Smith, Quality Improvement Manager

Riverina Medical and Dental Aboriginal Corporation (widely known as RivMed) recently successfully achieved the Australian Quality Improvement Council (QIC) accreditation. The QIC Accreditation certifies that the organisation has met the relevant Standards and is participating in the QIC Program to build continuous quality improvement.

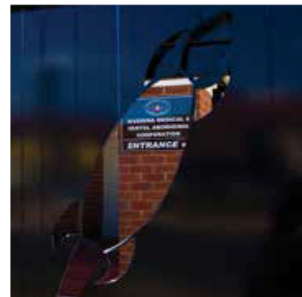
As part of their journey towards achieving QIC Accreditation, the Chief Executive Officer established an organisational wide change management program including the establishment of a Quality Improvement Committee.

The Committee meets monthly to focus on reviewing and designing best practice policies and procedures, as well as to track progress against the QIC standards. To ensure all staff were engaged in the process, feedback loops were established via email.

Use regular feedback loops

Involve the whole organisation

Regular meetings and staff training can be useful





The Quality Improvement Manager selected a policy or procedure that was being formulated or reviewed and gathered feedback from staff. Regular staff up-dates and facilitated topic based training sessions were provided.

The change management program and QIC Accreditation have helped RivMed improve the systems they have been using to review and improve service policies and procedures. RivMed is now extending this work internally to look at how their clinical data can be used to plan services.

In May 2013 Riverina Medical and Dental Aboriginal Corporation achieved the Quality Improvement Council (QIC) Accreditation.

