



MINISTRY OF HEALTH GRENADA QUALITY POLICY

Purpose of the Policy

The Ministry of Health, Grenada is committed to providing sustainable quality health care to the national community through implementing a comprehensive Continuous Quality Improvement Programme. The Quality Policy is an overarching statement that communicates how the Ministry defines quality, articulates its commitment to achieving excellence and measures by which it evaluates performance. It is informed by the Ministry's mission and strategic direction and provides guidance to all employees.

The Policy Statement

The Ministry of Health, Grenada defines quality as service excellence that meets the customers' needs throughout the life cycle at a cost that represents value. This will be achieved through a system of continuous quality improvement which focuses on prevention rather than correction.

Mission

The Ministry shall enable all employees to participate in the planning, implementation and evaluation of service improvements to achieve and exceed the needs of external and internal customers.

Results Driven

The Ministry will maintain a systematic approach to assessing organisational quality that includes auditing, systems review and institutional research, which produces actionable information for evidence-based decision making and improvement in care outcomes.

Fundamental Principles

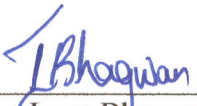
The Quality Policy is based on five guiding principles:-


1. Conformance to Standards
2. Prevention rather than correction
3. Customer empowerment
4. Zero tolerance for non compliance
5. Measurement for continuous improvement

Commitment

The Ministry will demonstrate its commitment to quality improvement by facilitating and maintaining a coherent quality management system (QMS) that is comparable with international best practice standards.

APPROVED BY:


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Dated this 2nd day of November 2012

