

Quality Policy Statement

Sunshine Private Day Surgery is committed to providing quality customer service and excellence in clinical practice in a supportive environment, to ensure an optimal surgical outcome

Vision:

Sunshine Private Day Surgery (SPDS) has a vision to be an acknowledged leader in the provision of quality Day Surgery services in Western Victoria.

Mission:

To promote and pursue excellence in clinical practice and outcomes; highest standard of integrity, efficiency and team work.

This is achieved by the Board and Management's commitment to operating our business based on the international standards, ISO 9001 (Quality Management Systems) and the Australian Commission for Safety And Quality In Healthcare's standards - National Safety and Quality Health Service (NSQHS) Standards.

Our performance is monitored against Quality Objectives which are reviewed on an annual basis.

Clinical Indicators are benchmarked and discussed at the Board level as well as the Medical Advisory Committee meetings.

Consumers are offered the opportunity to provide feedback of our Day Surgery through the many feedback mechanisms which are also reviewed at the Board level as well as the Medical Advisory Committee meetings.

Further information is available in our Quality Manual and available upon request.