

# Quality Assurance

## QUALITY MANAGEMENT SYSTEM

### Quality Management Certification: ISO 9001:2015

**An effective quality management system translates into a service which better meets the needs of its customers.**

In 2007, Life Healthcare became the only healthcare organisation in South Africa to achieve a multi-site certification against ISO 9001:2008, and is currently reviewing its processes to align with the revised ISO 9001:2015 standard. Life Healthcare's Integrated Quality Management system (QMS) is based on the principals and standards of the High Level Structure of ISO (International Organisation for Standardisation). QMS drives behaviour and ensures compliance with legal requirements, industry standards and internal group requirements. Audits are conducted by an external certification body on a sample of hospitals annually and certification is reviewed every three years. All hospitals are subjected to an audit in the three year cycle. The group's multi-site ISO 9001 certification extends to all acute hospitals, day clinics, acute rehabilitation and mental health facilities, renal facilities, and the Life College of Learning.

The term Integrated Quality Management System indicates that the group has effectively integrated QMS and environmental management (EMS) into one management system across all its hospitals. The ISO 9001 standard details a number of standards which – if implemented effectively – will result in continual improvement of the company's quality management system. This in turn translates into a service which better meets the needs of its customers.

## Health and Safety Legal Compliance

**Ensuring compliance to relevant legislative requirements**

Life Healthcare is committed to complying with all relevant legal and statutory requirements, including the Occupational Health and Safety Act. They are seen to form the minimum standard for all processes and systems throughout the organisation.

## National Core Standards Compliance

**Ensuring compliance to National Department of Health Quality requirements.**

Life Healthcare has been working towards incorporating the Department of Health (DOH) Core Standards into our Quality Management System and internal audit process. The relevant criteria have been added to all the functional processes on the internal Quality Audit Tool. This tool is reviewed annually and will be updated in the event of any changes to the CORE Standards.

## Quality Management Audits

**A systematic examination of our quality system**

### *Internal quality audits:*

On an annual basis all facilities assess their own compliance to the requirements of the Life Healthcare (LHC) quality management system (QMS), using the LHC Quality Audit Tool. Key focus areas are leadership responsibilities, risk based thinking and a process approach to quality management. Internal audits see a joint responsibility between operations (management at hospital level) – who complete a compliance audit against set criteria, and head office functions which review and verify the results.

### *External audits:*

External audits are conducted by an independent certification body and are in line with ISO requirements. They independently review whether the group conforms to the ISO standards, legal requirements as well as Life Healthcare standards. All Life Healthcare facilities undergo an external audit at least once in a three year cycle.