

 Medical Human Resources (Pty) Ltd	Document: Medical Human Resources – Policy	Date: 01/05/2007
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Quality Improvement Notification

Purpose

The purpose of this policy is to describe the process of reporting of quality improvement needs of clients and the correct handling by Medical Human Resources.

Scope

This policy applies to:

- Medical Human Resources clients (Medi-Nurse, Medi-Staff)
- Medical Human Resources panel members
- Medical Human Resources office personnel

Definitions

Term	Definition
Quality improvement needs	<p>When the client's expectations were not met e.g.</p> <ul style="list-style-type: none"> • Personnel report late on duty • Personnel not on duty • Incorrect dress code • Unprofessional behaviour • Medical Human Resources office related improvement needs

Policy Statement

- Quality improvement report to be completed as soon as possible
- Quality improvement report to be factual and in chronological order
- Quality improvement report to be attended to immediately and feedback given to client as soon as possible

Procedure: Client

Step	Action
1	Report the quality improvement need immediately, in writing, to the Medi-Nurse Nursing Manager or Medi-Staff Manager of the regional office
2	Quality Improvement Notification is available on the Medical Human Resources Website or see Addendum 1 and 2
3	<p>Complete Quality Improvement Notification as follows:</p> <ul style="list-style-type: none"> • Use permanent ink • Completely (correct initials and surname of person involved) • Concise and factual • Signature of reporter • Signature of manager <p>Note: Quality Improvement Reports must be signed by the Nursing Manager for Medi-Nurse improvement reports or Manager of Department for Medi-Staff improvement reports</p>
4	Fax, e-mail or post the completed Quality Improvement Notification to the Medi-Nurse Nursing Manager or Medi-Staff Manager at the Regional Office

Procedure: Medical Human Resources

Step	Action
1	React on Quality Improvement Notification immediately, inform the client of receipt of notification
2	Implement Quality Improvement Action report immediately. (See Addendum 3)
3	Obtain any additional information as needed e.g. from client, information from involved personnel etc.
4	Decide on plan of action
5	Give feedback to client, regarding quality improvement action, immediately via email or fax
6	Document Quality Improvement Notification in Incident Register and keep statistics (according to office policy)
7	File Quality Improvement Notification in panel member's file (according to office policy)
8	Give quality improvement statistics through to Quality Control Manager on a monthly basis

Associated Documents

Title	Location/Number
Quality Improvement Notification – Medi-Nurse	Addendum 1
Quality Improvement Notification – Medi-Staff	Addendum 2
Quality Improvement Action Report	Addendum 3



MEDICAL HUMAN RESOURCES (PTY) LTD

TRADING AS

MEDI-NURSE *MEDI-Staff*

Quality Improvement Action Report

Client: _____ Date: _____

Summary of problem: _____

Investigation: _____

Action Taken: _____

Feedback:

E-mail	Fax
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Medi-Nurse/Medi-Staff Manager: _____

Date: _____