

QUALITY MANAGEMENT

Quality control is a paramount aspect of our business ethic and the following actions ensure a consistent and committed approach is applied:

- Policies and procedures are designed to meet all applicable industry quality standards and compliance is measured.
- Red flag (high risk) management — when cases present with a high degree of assessed risk, the counsellor is required to immediately review the case with both a case manager and senior consultants as appropriate.
- Performance management of the clinical team — call assessments are conducted based on the interactions of the individual counsellor employed at the Care Centre and used as a tool to manage the quality of care provided by them. All calls are recorded for quality assurance purposes.
- Credentialing of clinicians — the quality of the Careways affiliate network is assured in several ways, including by stringently reviewing resumes, required statutory membership and contacting professional references while interviewing applicants and through verification of the availability of appropriate facilities etc. Performance management standards are also in place to measure, monitor and assess the professionalism of the affiliated counsellors. This is reviewed on a regular basis, and when required, improvement measures implemented.
- Complaints procedure — In order to continue service excellence and strive towards international best practices, a detailed complaints procedure has been developed in the event of a complaint. Formal written feedback is provided within 5 days of receiving the complaint. Rectifying actions are implemented following a formal complaint.
- Clinical quality is assured through clinical supervision and consultation; qualitative assessments; and staff/affiliate education and training.

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Life Healthcare



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