HAWAII HEALTH SYSTEMS CORPORATION "Touching Lives Everyday"	Department: Office of the President/CEO	Policy No.: **PAT 0013**
		Revision No.: N/A
Policies and Procedures	Issued by: President & CEO	Effective Date: August 21, 2008
Subject: HHSC System Quality Structure	Approved by: HHSC Board of Directors By: Raymond Ono Its: Secretary/Treasurer	Supersedes Policy: NA
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I. PURPOSE: To establish a system wide quality structure which will support HHSC's commitment to quality and patient safety through sufficient allocation of resources, monitoring activities, and improvement processes.

II. POLICY: HHSC is committed to providing quality healthcare throughout the System. HHSC healthcare organizations strive to be the leading provider of services in their respective regions. This is accomplished through:

- Consistent compliance with all imposed accreditation surveys;
- Clear focus on Patient Safety and Satisfaction; and
- Continual improvement of services and processes supported by various performance measurement activities.

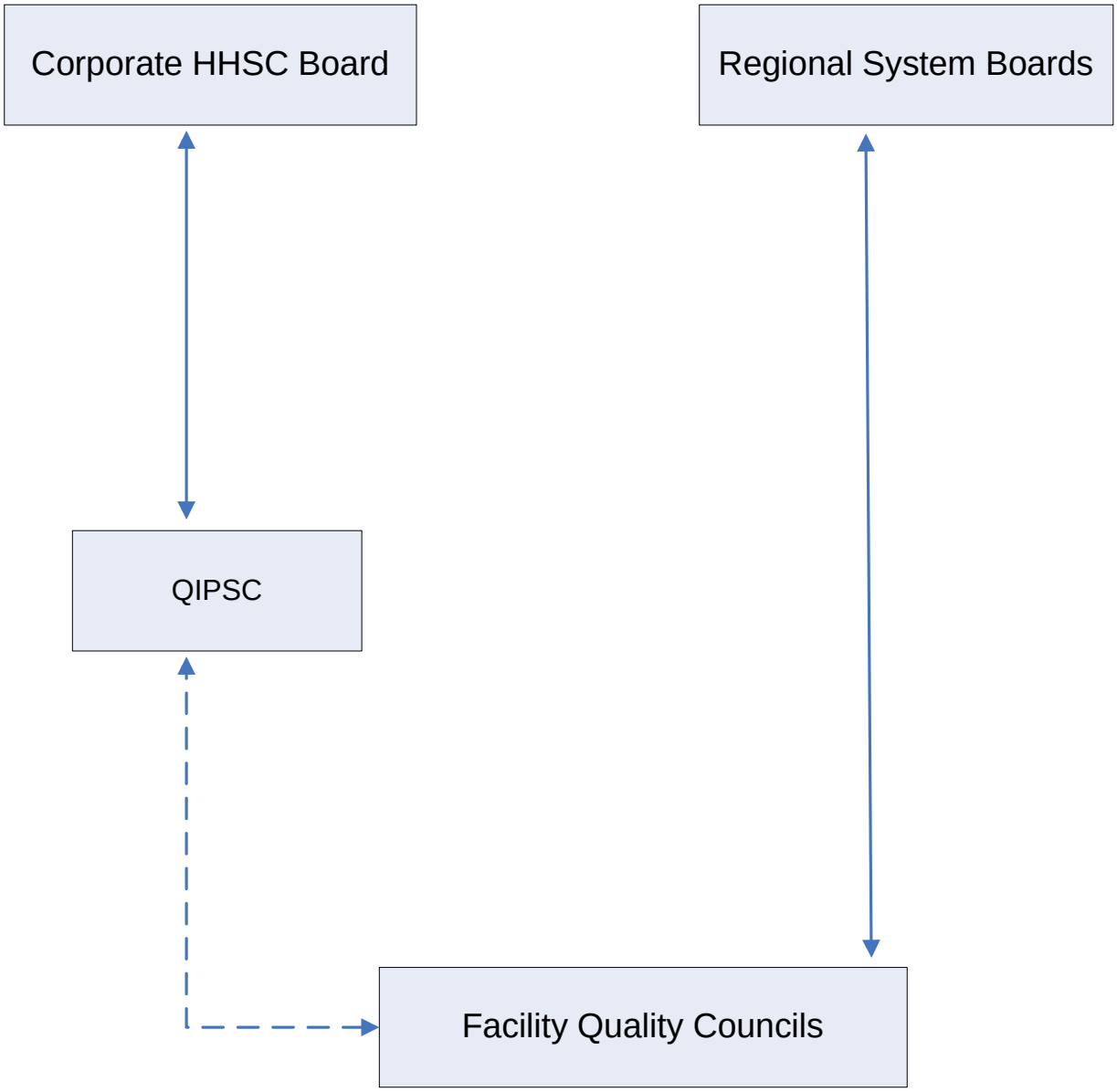
HHSC healthcare facilities will embrace the Institute of Medicine's six dimensions of quality: They are:

- Safety, or freedom from accidental harm
- Effectiveness, or evidence-based care
- Patient-centeredness
- Timeliness, or care that ensures prompt access to appointments, diagnosis, and treatment
- Efficiency, or care delivered with optimal use of resources
- Equity, or equitable care

III. QUALITY STRUCTURE:

A) Each region shall develop a policy on quality consistent with the corporate policy on quality.
B) The HHSC Corporate Bylaws will describe the overall HHSC quality structure.
C) The reporting structure and intra-system relationships are reflected in *exhibit A.*

Attachment: Exhibit A

HHSC Quality Structure Recommendation

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