# Continuous Improvement Policy and Procedures

HiFlex Physio

**Policy**

- HiFlex Physio is committed to providing systematic continuous improvement of its operations, management systems, training, Life Coaching and activities through consultation with staff, clients, stakeholders and external experts
- Qualitative and quantitative data is collected and analysed to determine the need for improvement
- Improvements are applied where they are deemed necessary
- HiFlex Physio will provide feedback to those that have contributed to the data

**Procedures**

**Step 1: Consultation**

Client Consultation: Post workgroup surveys will be sent to Direct Managers. In addition, interviews may be held with managers or HR.

Client Consultation: Customer questionnaires are handed out/emailed to Clients at the end of June and December annually.

Staff meetings: These meetings are held as detailed below, and minutes and agreed actions are recorded on the server.

- Review complaints and appeals and their resolution
- Weekly team meetings in Centres and HO
- Monthly teleconferences for all staff in all centres
- Quarterly conferences for Centre Mgr and Assistant Mgr
- Annual General Meeting - Management
- Annual Team Building Day – All staff

**Step 2: Reviewing data**

HiFlex Physio will review data that is relevant to outcomes and critical to quality personal training, Life Coaching, and related service delivery, management and operations. HiFlex Physio will ensure data is sufficient to make accurate assessments about the quality of training and assessment, management and operations.

Surveys and questionnaires are collected within two weeks of despatch and stored confidentially in Head Office files and/or the server. Once all the surveys are collected, the CEO and Executive Managers will review, and action plans are implemented for improvement where necessary.

The CEO and Executive Managers may decide to include a client and/or staff interview to clarify data and discuss potential options for improvement.

Complaints and appeals resolutions will be reviewed regularly by the CEO and Executive Managers to ensure that areas for improvement are implemented efficiently and effectively.

Centre Staff Meetings are held every week to allow for discussion about operational or management issues and action points are documented and placed on the server. Action plans are reviewed, updated and revised where necessary and all relevant staff are notified. One-to-one meetings with relevant staff members may be held to clarify or expand on any issues.

Quarterly Centre reviews are conducted with the CEO, Executive Managers and Centre Managers in order to specifically discuss the quality of delivery. Information gathered at these reviews is documented on the server and used to implement changes in delivery and resources in line with HiFlex Physio policies and guidelines.

Annual meetings are conducted with all staff to ensure the consistency and validity of operation. This process will include reviewing samples of programs and reviewing delivery of related services. Data collected will be documented on the server and used to implement changes in the marking process, in line with HiFlex Physio policies and guidelines.

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**Step 3: Implementation and demonstration of improvements**

It is the responsibility of the CEO to ensure that staff and/or trainers are made aware, in writing, of the improvements to be implemented.

Relevant policies and procedures, resources or programs must be revised by the CEO, to reflect the changes. Document versions are numbered to keep track of those that are current.

Professional development activities may also be provided to trainers to allow them to develop their techniques of delivery and in turn demonstrate improvement in the quality of classes and programs.

**Step 4: Feedback**

HiFlex Physio provides feedback to those who have contributed to the data for continuous improvement.

Feedback includes information about data collected, analysis and what and how changes will be implemented.

**Step 5: Ongoing Monitoring**

The ongoing monitoring of revised processes will occur in light of further data collection.