

Manual: Board of Directors

Title:	MANAGEMENT OF QUALITY, PATIENT SAFETY AND RISK		No.: CA-240
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Approved by:	Board of Directors Thomas Soucy, Chairperson 	Approved on:	2024-10-29
Facility/ program:			

POLICY

General provisions

The Board of Directors (the “Board”) of Vitalité Health Network (the “Network”) is responsible for the quality of care and patient safety within the Network. It is committed to monitoring and being accountable for the quality of the care and services delivered by the organization.

This commitment involves ensuring that information related to the management of quality, patient safety, and risk allows decision making that supports innovation, learning, and the improvement of outcomes through a continuous improvement process and makes it possible to protect the public as well as the Network’s assets and to maintain public confidence in the Network.

Board’s responsibilities

1. Ensure that mechanisms are in place to monitor performance and effectively administer all aspects of the management of quality, patient safety, ethics, privacy and risk.
2. Promote and support a fair culture focused on continuous improvement and patient safety and ensure that all departments and services of the organization incorporate into their roadmaps actions aimed at improving quality and the quality of care and services, using a learning approach.
3. Support the development of a person-centred care culture that includes the aspects of diversity, equity, inclusion and anti-racism.

4. Support the Network's efforts to empower the patient voice through various committees, working groups and mechanisms, including the inclusion of patient experience partners.
5. Promote results-based learning as well as research- and evidence-based decision making.
6. Review policies governing the management of quality, patient safety, and risk.
7. Receive progress reports submitted periodically by the senior management team and ensure that mechanisms are in place to act on the recommendations contained therein. These reports include but are not limited to reports on adverse events, near misses, infection rates, complaints, client satisfaction, etc.
8. Implement an integrated risk management method. Monitor the risks that the organization faces, approve the Network's general risk tolerance level, and ensure that the organization's statutory responsibilities and reporting requirements are met.

Implementation and follow-up

The Board assigns the President and CEO the responsibility for developing and implementing all strategies, policies, and procedures designed to ensure that principles and practices in the management of quality, patient safety, and risk are integrated into all aspects of the Network's philosophy, culture, planning and operations.

Supersedes:	Zone 1: _____	Zone 5: _____
	Zone 4: _____	Zone 6: _____