

Quality & Patient Safety Program Charter

This charter establishes the Quality & Patient Safety Program for [Organisation name] and authorises the bodies that govern it. It is approved by the Board and reviewed annually.

1. Purpose

To provide a single, accountable system for measuring, improving and assuring the quality and safety of care across every area of the organisation — and for feeding what is learned back into practice.

2. Scope

- All clinical and non-clinical services and sites operated by the organisation
- Patient safety, clinical effectiveness, patient experience, access and equity
- Both assurance (are we safe?) and improvement (are we getting better?)

3. Objectives

- Reduce avoidable harm and unwarranted variation in care
- Establish a measurement system spanning structure, process and outcome
- Build frontline improvement capability and patient/staff voice channels
- Achieve and sustain relevant accreditation and standards
- Grow a just, learning safety culture

4. Governance & authority

The Board holds ultimate accountability for quality. It delegates oversight to the Board Quality & Safety Committee, which directs the Executive

Quality & Safety Committee, which in turn coordinates operational and unit-based quality work. Each body operates under its own terms of reference.

5. Roles to be named

Executive sponsor (accountable officer)

Quality & safety lead

Board committee chair

Clinical governance lead

Patient/family representative(s)

6. Resources

The organisation commits the people, time, data infrastructure and budget required to deliver this program, to be reviewed annually as part of business planning.

7. Review & approval

Approved by (Board chair)

Date approved

signature

[date]

Next review date

[+ 12 months]

Note · Adapt the bracketed fields to your organisation. Keep the charter to two pages — it is a mandate, not a manual.

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