

## The Healthcare Help System of Service Delivery

1. **Strategic Plan**
2. **Quality Plan**
3. **Business Risk Management Plan**
4. **Maori Health Plan** & Cultural Resource Folder [all Cultures]
5. Policy Manuals [10]:
  - **Resident Rights Policy**
  - **Organisational** Management Policy
  - **Health & Safety** Policy Manual
  - **Medicine Management** Program
  - **Infection Control** Program [Includes **Safe Food, Laundry & Cleaning** Policy]
  - Managing **Challenging Behaviour / Non Restraint Policy**
  - Preventing **Abuse & Neglect**
  - **Kitchen & Food Handling** Policy
  - **Practical Policy & Work Instruction**
  - **Emergency Planning**
6. **Significant Hazard Register**
7. **Internal Audit Work Book**
8. **Quality Reviews** [at least annual on dedicated templates]:
  - Of Restraints
  - Of Medicine Management Program
  - Of Infection Control Program
  - Of Social Program
9. **Training Program: 15 modules printed & online [plus Cultural Safety & 1<sup>st</sup> Aid]**
- 10a. Staff Files [**Good Employer** part of website]
- 10b. Resident Files [**Care Planning** Policy]

### Recommended additional Policy

- Diagnosing Laboratory Manual
- Healthcare Providers Infection Control Manual [Guidelines by Judy Forester of Bugs Control]