



THE NAIROBI HOSPITAL

QUALITY POLICY

The Nairobi Hospital is committed to providing healthcare to international standards and aims at becoming a Total Quality Hospital.

Scope:

This policy is applicable to all activities carried out in the Hospital and Outpatient Centres either by ourselves or on our behalf.

To achieve this, The Hospital is committed to the following:

1. Zero patient harm.
2. Management and mitigation of risks.
3. Identification and optimization of opportunities.
4. Ensuring our facilities and practices consistently deliver desired levels of quality performance.
5. Satisfying applicable customer and other stakeholders requirements
6. Complying with and where possible exceed legal, legislative and other applicable statutory requirements.
7. Partnering with our suppliers and other service providers in the provision of quality healthcare services.
8. Recruiting qualified personnel and developing staff competence.
9. Providing quality basic and advanced nursing education.
10. Periodic review of quality objectives.
11. Continually improving our Quality Management System.

Dr. Christopher Abeid,
Ag. Chief Executive Officer
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