



THE NAIROBI HOSPITAL

## QUALITY POLICY STATEMENT

The Nairobi Hospital is committed to provision of healthcare services 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 fulfil staff, patients' and other stakeholders' needs and expectations.

### The Hospital is committed to:

1. Zero harm to patients, staff, visitors, suppliers and contractors.
2. Management and mitigation of identified risks in our processes.
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 exceeding 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 competences.
9. Providing quality basic and advanced medical education.
10. Periodic review of quality objectives.
11. Continually improving our Quality Management System.

All employees and relevant interested parties are expected to comply with this policy.

**Dr. Allan Pamba**  
Chief Executive Officer  
Effective 14<sup>th</sup> April 2020

TNH/MR/POL/001:

Issue Number: 06

Revision Status: 05