



CANADIAN HEALTH CARE AGENCY LTD
EXPERIENCE THE NORTH

Quality Policy	CHCA-POL-001-Rev-1
	Issue Date: 10/01/15
Prepared By: Kathy Himmelman	Revision Date: 11/11/16
Reviewed and Approved by: Sharon James-Umana	Page: 1 of 1


CHCA Quality Policy

CHCA is committed to:

- Providing responsive, reliable, cost-effective, high quality nursing services that promote health and well-being in all of the communities in which we serve and will serve in the future;
- Meeting or exceeding all applicable requirements, including:
 - legal requirements,
 - service requests,
 - the qualifications of the nursing resources provided,
 - contractual mandates, including insurance coverage,
 - and the accuracy of invoices;
- Providing a supportive work environment and rewarding and challenging careers for all of the members of our team;
- Continual improvement of our Quality Management System;
- Setting and reviewing of annual quality objectives by the Leadership Team.

This quality policy will be reviewed at the annual Management Review and applies to all operations that are within the scope of our Quality Management System.

Date: 11/11/2016

Signed: 
Sharon James-Umana
President and CEO

Note: Document for reference only when printed