



Quality Policy and Commitment

Melbourne IVF is committed to implementing and continuously enhancing its Quality Management System (QMS) to ensure our services not only meet, but exceed the needs and expectations of our patients, staff, doctors and key stakeholders. The organisation is committed and invested in its scientific and clinical excellence underpinned by inter disciplinary efforts to continuously improve patient outcomes.

Quality Objectives:

1. Patient Outcomes:

- ◆ We commit to achieving industry-leading success rates in reproductive services through the adoption of progressive scientific technique, state of the art facilities and personalised treatment plans.
- ◆ We commit to regular monitoring and analysis of our scientific KPIs including embryo utilisation and pregnancy rates, to identify areas for improvement.

2. Patient Centred Care:

- ◆ Prioritise the patient always by offering personalised, empathetic and comprehensive care.
- ◆ To drive improvements in patient care and experience by engaging in constant learning from feedback and incidents.
- ◆ We are committed to patient safety through development of rigorous protocols and regular internal audits.

3. Commitment to Collaboration and Supporting Our People:

- ◆ We commit to sharing knowledge, successes, and lessons learned across all teams, to enable continuous improvement and a collective approach to problem-solving.
- ◆ We will provide ongoing learning education and development opportunities to ensure our team are competent, skilled and aligned with our quality objectives.
- ◆ We commit to creating a safe and supportive work environment that respects diversity of thought, and one where staff are encouraged to report errors, incidents, and system failures without fear of retribution.

4. Compliance

- ◆ We will stay abreast of all legislative changes, regularly review and update our practices to maintain compliance and set the industry standards for quality and safety. These include but are not limited to Assisted Reproductive Treatment Act 2008, ISO 9001:2016, Reproductive Technology Accreditation Committee and National Safety and Quality Health Service Standards (NSQHS).

This Policy and its associated objectives are reviewed annually to ensure its relevance, compliance, and effectiveness. Further information on this policy can be obtained from the Quality, Risk and Safety Manager.

Frances Skrokov

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YOUR FERTILITY FAMILY