



MEDIA RELEASE

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ACHS 'Member Services' accreditation first for nursing agency

The Australian Council on Healthcare Standards (ACHS) today congratulated the Alliance Health Services Group (T/A Alliance Nursing Agency) on achieving accreditation through the ACHS Evaluation and Quality Improvement Program (EQuIP) Corporate Member Services framework.

Alliance is the first nursing agency in Australia to be accredited to the EQuIP Corporate framework for Member Services and only the second organisation nationally, following the lead of The College of Nursing.

The ACHS Chief Executive, Brian Johnston, commented today, "Through ACHS accreditation Alliance is displaying a commitment to establishing and maintaining quality customer services and improving performance. Nursing agencies are major providers of nursing services and this step by Alliance is a significant public demonstration of its commitment to quality."

Alliance Directors, Sue Cudmore and Danielle Wallace said, "Undertaking EQuIP Corporate Member Services accreditation has been immensely beneficial for Alliance. We believe that given the credibility of the ACHS as the peak health care quality agency, that the achievement of four years accreditation is a clear demonstration to our consumers of our commitment to sound corporate governance, quality improvement and service excellence. We are absolutely delighted."

The EQuIP Corporate accreditation framework is the only quality improvement program in Australia specifically developed for organisations involved in the administration of health services but not providing direct patient/consumer care. EQuIP Corporate Member Services is specifically designed for organisations providing services to members and customers.

The ACHS Evaluation and Quality Improvement Program (EQuIP) is a rigorous, internationally recognised program and participation indicates an organisation is voluntarily prepared to have an external third party review.

The ACHS is Australia's leading health care accreditation agency and has been recognised by the International Society for Quality in Health Care (ISQua) for both its standards and accreditation program. More than 1000 hospitals and health care organisations across Australia are members of ACHS quality improvement programs.

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