

Continuous Improvement

How we make things better over time



This form is designed with **simple English** & **pictures** for easy understanding

Why Continuous Improvement policy & procedure?

For **TAUS care**™ to improve the
service delivery to its Clients
like you



Who all are involved in Continuous Improvement need identification?



Our Clients like you



TAUS care™ staff, carers &
advocates



Your Friends & Family

How Continuous Improvement actions are identified?



Feedback from Clients,
their Friends & Family



Complaints received
from Clients



TAUScare™ staff meetings
& external audits

How Continuous Improvement actions are tracked?



TAUS care™ Manager will maintain a Register



TAUS care™ Manager regularly updates the Register with improvements needed



Other Managers review the Register



They make improvements based on the Register

What is Practice Review?



TAUScare™ will initiate Practice Reviews **on its own** to make improvements



For example,

- When we get **more complaints** from clients
- When **more injuries** reported from clients
- When **more sick leaves** taken by our staff



TAUScare™ will form a **review team** to understand the problems



TAUScare™ staff **make improvements** based on the **suggestions** from the review team