

QUALITY POLICY

We are a specialist clinic led by Dr Ted Cassidy and Professor Paul Fitzgerald and our goal is to bring happiness and laughter back into life using TMS and emerging technologies to treat depression.

TMS is Transcranial Magnetic Stimulation. It is a non-invasive, painless and effective treatment for depression. It uses precise pulsed magnetic fields to target and stimulate the prefrontal cortex of the brain involved in mood regulation with minimal side effects. Repeated activation of the left prefrontal cortex is proven to effectively relieve depression and help patients enjoy their lives both at work and with family and friends.

Our TMS care team deliver Transcranial Magnetic Stimulation depression treatment in friendly professional clinics in local communities throughout Australia.

TMS Clinics Australia adapts a Quality framework that ensures our business operates and is led by a management group that consistently meets and strives to exceed the quality expectations of our patients and other stakeholders. To achieve this, we are committed to continuous quality improvement through ongoing review of our systems and structures, maintaining a continuous quality care focus which will ensure the growth of our business into the future.

The Leadership team are committed to this focus through communication, engagement and training of quality systems for all staff members and contractors of the organisation.

TMS Clinics Australia implement a Quality Management System in accordance with:

(a) International Quality Management Standard ISO 9001:2015

therefore, ensuring that a high standard of patient care is provided in a safe environment, meeting the expectations of our patients and clinicians.

Our Quality Management System incorporates Governance, Operational Administration and Quality, Human Resources, Work Health and Safety, Clinical Care, Measurement, Improvement and Analysis.

TMS Clinics Australia provides patients therapy in a clinically caring and safe environment. This is documented in patient records compliant with Australian Standards, Codes, Legislation and best practice guidelines. Organisational policies are established to support the clinical care provided and support of staff who are our key resource to success.

Clinical Outcomes are monitored using **Quick Inventory of Depressive Symptomology – Clinician Rated (QIDS-C) and Self-Rated (QIDS-SR)**. The Quick Inventory of Depressive Symptomology (QIDS) is a 16-item questionnaire aimed to assess the severity of depressive symptoms.

Functional outcomes for patients are monitored using the **World Health Organisation Disability Assessment Score 2.0 (WHODAS 2.0)**.

Other business systems are monitored through a scheduled internal audit system which are discussed at a senior leadership level and at staff meetings.

It is the responsibility of the Group Operations Manager supported by the Chief Executive Officer to work towards improving efficiencies which will be achieved through the engagement of staff in internal audit processes, competency activities and ongoing education. Through direction and support, each employee will have a clear understanding of the importance of the Quality Management system, their responsibility to contribute to its effectiveness, and its direct relevance to the success of the TMS Clinics Australia.

Management strives to continually improve the workplace environment for staff, service providers and patients by participating in WHS facility- assessment activities.

Patients and referrers are encouraged to provide feedback to the Group Operations Manager. Feedback forms are reviewed by the Group Operations Manager and opportunities for improvement are always welcome.

TMS Leadership team is committed to integrate the requirements of the QMS into the core business of TMS Clinics Australia. This will be achieved by:

- ensuring that patient and applicable statutory and regulatory requirements are determined, understood and consistently met;
- continual improvement of the Quality Management System (QMS) by ensuring the risks and opportunities that can affect clinical care and therefore the ability to enhance customer satisfaction are understood and managed therefore ensuring ongoing patient satisfaction;
- responsibility for the ongoing effectiveness of the QMS;
- ensure the QMS is aligned with company business planning and that monitoring is established to continue to meet and enhance patient and other stakeholder expectations;
- ensure that the resources needed for the QMS are available; including training and support;



TMS Clinics
A U S T R A L I A

- lead by example and ensure staff are aware of the QMS, the importance of the same and their role in continuous quality improvement; and
- conduct a management review of the organisation's quality management system as part of an annual business planning review to ensure continued adequacy and effectiveness of the QMS in line with the future direction of the business.

Dr. Ted Cassidy
Chief Medical Officer, TMS Australia

February 2018