

QUALITY POLICY

EUROPEAN SOCIETY OF REGIONAL ANAESTHESIA & PAIN THERAPY

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1 POLICY STATEMENT

The European Society of Regional Anaesthesia & Pain Therapy (ESRA) is committed to achieving and maintaining the highest standards of quality in all its educational, credentialing, research, and membership management activities.

As ESRA is committed to providing high level, qualitative services in the frame of its mandate, it has developed and applies a governance and operations' management system to ensure a high level of quality, effectiveness, optimization and impartiality at its functions and services.

The Quality Management System that is applied by ESRA, serves as a management tool to effectively run the Society's services and operational goals through continuous control, monitoring and improvement, by the constant confirmation that the service requirements established within the Society are being achieved.

ESRA's goal is to consistently meet and exceed the expectations of its members, partners, and the broader medical community.

2 SCOPE

The quality policy is officially disseminated and published to create awareness of and be implemented by all staff, members, cooperating parties and stakeholders with regards to the quality objectives of the Society.

This policy applies to all activities conducted by ESRA, including educational programs, conferences, research initiatives, publications, and clinical guidelines.

It applies to all processes of ESRA which are grouped in 4 sets/ pillars of functions

1. Management processes
2. Supporting processes
3. Core operational processes
4. Quality management- system analysis and continuous improvement processes

The detailed list of process of the Quality Management Systems of ESRA is depicted in the Process Map.

3 DEFINITIONS

Audits: Formal examinations of Society's processes, products, or services to ensure compliance with established standards and identify areas for improvement.

Compliance: The act of adhering to established rules, regulations, laws, or standards. It involves ensuring that the products, services, or processes meet the required criteria or requirements and are in line with the relevant legal and ethical frameworks.

Continuous Improvement: A systematic approach to identifying, analyzing, and addressing deficiencies or opportunities for enhancement in the quality of products, services, or processes. It involves continuous assessment and refinement of existing practices to achieve better outcomes and customer satisfaction.

Internal Controls: Internal control is a process implemented by those charged with governance and management based on a risk analysis and is designed to provide reasonable assurance about the achievement of ESRA's objectives.

Manual: it is a document (handbook) giving information and instructions on a specific topic (such as human resources, information security, communication management, etc.)

Process owner: A person who is given the responsibility and authority for managing a particular process. It may be the President, a Major Officer, a Committee Chair or Committee member. The list of process owners is approved by the Executive Board.

Quality: The degree to which a product, service, or process meets or exceeds customer / user/ stakeholder expectations and requirements. It is a measure of excellence that encompasses various aspects, such as reliability, effectiveness, conformance with standards and regulations, performance, durability, and satisfaction.

4 POLICY

Principles

- ESRA will comply with all relevant standards and regulations to ensure the highest conformance and quality in its services and outputs.
- ESRA will adopt best practices and continuously update our standards to reflect advancements in the field of anaesthesia and pain therapy.
- ESRA will establish robust feedback mechanisms to gather input from members, partners, and stakeholders.
- ESRA will use this feedback to identify areas for improvement and implement necessary changes promptly.

- ESRA will support the ongoing professional development of its members through high-quality educational programs, workshops, and conferences.
- ESRA will implement quality assurance processes to monitor and evaluate the effectiveness of its programs and activities.
- Regular audits and reviews will be conducted to ensure compliance with our quality standards and identify opportunities for improvement.
- ESRA will foster a culture of innovation and support research initiatives that contribute to the advancement of anaesthesia and pain therapy.

Creation of the quality framework

The abovementioned framework is based on relevant legal and regulatory references, international standards and organizational best practices, it is prepared under the responsibility of the process owners defined by the Board, assisted by the staff involved and its structure is described in the Manual of Management Systems of ESRA.

Internal controls and audits

The implementation of the quality framework is monitored by a system of internal controls and internal and external audits. Internal controls are defined for each process based on a risk assessment and consist of measures implemented by the Directors to manage the risks. Audits are carried out either by ESRA's internal auditor or by external auditors according to the existing laws and regulations.

Quality Objectives

Based on the quality dimensions and elements of the applied quality policy, the quality objectives and relevant goals are determined as a basis for the monitoring and measuring procedures of the Society.

Continuous improvement

ESRA's process owners and relevant directors organize activities involving all their staff regularly to analyze quality and efficiency of the processes and propose improvements in accordance with the SOP Quality Control and Continuous Improvement.

5 ROLES AND RESPONSIBILITIES

President

- Ensures that quality standards are integrated into ESRA's strategic vision and operations.
- Approves major quality improvement projects and policies.
- Leads efforts to promote a culture of excellence within ESRA.

Board Members

- Ensure the policy is implemented and reviewed regularly for effectiveness.
- Address risks involving operations, Board members and structures of ESRA.

- Oversee the development and implementation of quality assurance processes.
- Review and approve feedback mechanisms and audit reports.
- Provide guidance on professional development programs and continuous improvement initiatives.

General Assembly

- Participate in the evaluation of ESRA's programs and services.
- Provide input and feedback on quality improvement initiatives.
- Engage in professional development activities and uphold quality standards.

Quality Officer

- Monitor compliance with quality standards across all processes.
- Conduct regular quality audits and report findings.
- Identify areas for improvement and recommend corrective actions.
- Train employees on quality standards and procedures.
- Ensure all deliverables meet organizational and stakeholder expectations.

All Personnel

- Disclose conflicts of interest and comply with measures to address them.
- Participate in training and report any concerns regarding conflicts of interest.

6 DISTRIBUTION LIST

All personnel.

7 FILE KEEPING

QMS records are retained for at least 5 years.

This document shall enter into force, be revised and distributed in accordance with the applicable procedures for controlled documents of ESRA.

This document:

- ✓ It is the property of the ESRA and its unauthorized disclosure, reproduction and use in whole or in part, nor its use for work not related to the activities of ESRA is not permitted.
- ✓ It is an internal controlled document, distributed according to the distribution list and acknowledged under the responsibility of the recipient.

- ✓ It shall be subject to a review procedure at least once every three years since the last adoption or amendment.



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