

Quality services

Policy statement

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Quality services

World Physiotherapy recognises that patients/clients, governments and funding agencies have a right to expect that the services provided by physiotherapists will be consistent with national quality standards.

Quality services mean the provision of the best possible physiotherapy at an appropriate cost, balancing patient/client, organisational and professional considerations. It involves considerations of:

- equity
- efficiency
- effectiveness
- appropriateness
- acceptability
- accessibility
- availability
- safety

To ensure optimal quality physiotherapy services there is a need to:

- utilise evidence based practice
- manage change effectively
- evaluate practice structures, processes and outcomes
- monitor efficiency, effectiveness and safety
- measure and respond to patient/client satisfaction
- conduct research

World Physiotherapy encourages its member organisations to:

- demonstrate leadership in quality issues by adopting World Physiotherapy standards of practice or developing practice standards and monitoring procedures
- contribute to the development of professional tools, such as clinical guidelines, designed to facilitate evidence-based practice
- work collaboratively across professions to raise standards of health services
- explore opportunities for international collaboration in developing resources

Glossary (<https://world.physio/resources/glossary>)

Clinical practice guidelines

Clinical reasoning

Equity

Ethics

Evidence based practice (EBP)

Service standards

Standards of practice

Approval, review and related policy information	
Date adopted:	First adopted at the 13th General Meeting of WCPT June 1995. Revised and re-approved at the 15th General Meeting of WCPT June 2003. Revised and re-approved at the 16th General Meeting of WCPT June 2007. Revised and re-approved at the 17th General Meeting of WCPT June 2011. Revised and re-approved at the 18th General Meeting of WCPT May 2015. Revised and re-approved at the 19th General Meeting of WCPT May 2019. Revised and re-approved at the 20 th General Meeting of WCPT May 2023.
Date for review:	2027
Related World Physiotherapy policies:	World Physiotherapy policy statements <ul style="list-style-type: none">• Standards of physiotherapy practice• Evidence based practice• Patients'/clients' rights in physiotherapy World Physiotherapy guideline: <ul style="list-style-type: none">• Guideline for standards of physiotherapist practice

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