

Quality Improvement Planning

Organization name: Multi-Service Centre

AIM		Measure							Change				
Quality dimension	Issue/ objective	Measure/Indicator	Unit / Population	Data source	Reporting period	Current performance	Target	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Goal for change idea	Comments
Client-centered	To improve client experience	Percentage of clients who rated their overall service as excellent	All HS clients	Telephone survey	April 1/20-Mar 31/20	63%	75%	Target is above the provincial average (40.1%)	Education regarding client centered care Implement post discharge phone calls to improve transition planning Survey clients	Survey-Focus on questions relating to client experience Customer service training for internal staff via HR	Examine and review at CQI	Incorporate the voice of the client into care. Improving overall experience to ensure staff provide a level of care that exceeds client expectations	
Safety	To reduce falls among home care clients	Percentage of clients who have a fall reported in the incident reporting	All HS clients	AlayaCare, Incident Reporting	April 1/20-Mar 31/21	23%	20.0%	Target is a 3% reduction of the performance from 2019-2020	Continue to evaluate the falls prevention program Harmful incident debriefs	Recommend high risk falls clients to falls prevention program Ongoing client education ex. Slips trip and falls information in newsletter Harmful incident debriefs following harmful falls shared at CQI and Q&S committees	Examine and review at CQI	Lessons learned and implemented from harmful incident debriefs Clients are aware of fall or trip hazards in the home and how to avoid them	
	To reduce medication incidents among home care clients	Percentage of incident reports that are classified as a medication incident	All HS clients	AlayaCare, client information, Incident Reporting	April 1/20-Mar 31/22	52%	45.0%	Target is a 7% reduction of the performance from 2019-2020	Client education on proper medication management Work with local pharmacists on a safer disposal/storage of medication Root cause analysis for frequent clients with medication incidents	Identify clients who are at an increased of medication incidents Recommend blister packs to clients who do not use them Examine medication monitoring systems	Examine and review at CQI	Identify issues with medication management Assist clients in providing proper medication management Decrease episodes of medication incidents	
Timely	To reduce service wait times	Number of days a client waits from requesting service to service authorization.	All HS clients	AlayaCare, CHRIS, Central Intake	April 1/20-Mar 31/23	4.5 days	5 days	Target is the provincial benchmark	Process improvements regarding intake process and client start date Complete root cause analysis for clients who do not receive services within 5 days	Identify service barriers that cause delay in start date. Complete root cause analysis for clients who do not receive services within 5 days	Examine and review at CQI	Complete root cause analysis Identify barriers that cause greater than 5 days of wait time	