

Performance Quality Improvement



Philosophy of PQI

- We support client rights and choice and a fulfilling life within the community
- We promote excellence and continuous improvement
- Our goals are broad based, reflected in our strategic plans and in the terms of reference of each committee and encompass every service area and every level of staff
- It addresses organizational performance and programs and client outcomes

Continuous Improvement

Who is involved in PQI?

Every Service Area:
 -Adaptive Behavioural Supports
 -Progressive Residential Supports
 -Responsive Respite

Every Department:
 -Support Approach Team
 -Human Resources
 -Personnel
 -Operations
 -IT
 -Financial/Accounting

Every Committee:
 Director's
 Coordinator's
 Policy and Procedures
 Health and Safety
 Medication
 Recruitment and Retention
 Social

Who is a stakeholder?

- Clients/Families
- CFSA
- Legal/Insurance
- Health and Safety Officer
- Therapeutic Advisory Committee (NEW)

Who is a stakeholder?

Every level of staffing from front line staff up to and including the executive Director.

How did we come up with our PQI Plan????

Our PQI plans are guided by our Strategic Plans, Risk Management Plan, Contract Goals, and Quality Assurance Processes.

Long term strategic goals and objectives – Captured in our Strategic Planning and reflected in our PQI Operational Procedures Chart. Strategic planning is developed using a program logic model that identifies: Goals Activities Outputs Outcomes Impact

Management/Operational Performance – Supported Lifestyles Ltd. measures health and safety hazard assessment and staff injury, staff retention, feedback on orientations, feedback to the agency on evaluations, workshop evaluation

Program results/Service Delivery Quality – quality assurance on timelines and quality for staff tracking and client tracking related processes.

Client and Program Outcomes – done by Service Areas (client goals, family/client satisfaction, behavioural incidents, profiles, service agreements and monthly summaries

What does Supported Lifestyles Ltd. review and measure?

Client Related:
 Client Profiles
 Service Agreements
 Authorizations
 Release of Information
 Client Services Guide review
 Monthly Summaries
 Goals, outings
 Incident Reports (Behaviours of Concern)
 Incidents
 Client File Review (NEW)

Staff Related
 Orientations
 Evaluations
 First Aid and CPR
 Mandatory Training and CPI training and renewal
 Supervisor Training
 Enhanced Training

Process Related
 Recruitment and Retention
 Evaluation of Staff Development Workshops

Health and Safety
 Health and Safety Checklists
 Hazard Assessments
 Staff injuries

Medication Processes
 Medication Responsibility Checklists

Program Related
 Contract Goals - reports
 Satisfaction Surveys

