



The Agency is pleased to introduce PQI - a new and exciting initiative that we will be sharing on an ongoing basis.

What is PQI????

Performance and Quality Improvement is integrated into every service area and encompasses staff at every level of the organization. We value the quality of the supports and services we provide to our clients, families, and to our funders. We seek continuous evaluation and improvement.

The agency also seeks to provide a safe and valued work environment to our staff that is supportive to their professional growth. We are committed to enhancing work environments, staff development opportunities and meaningful orientations and evaluation processes.

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 Position.
- It addresses organizational performance, programs and client outcomes



PQI:

- Informs decision making including planning
- Identifies what is working so good practices can be replicated
- Identifies practices and internal processes that need improvement
- Meets program and strategic goals and objectives

Look for updates on all of these PQI Reviews and Measurements

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
Medication Error Tracking

Program Related

Contract Goals – reports
Satisfaction Surveys