



**QUALITY IMPROVEMENT PLAN 2016/17- GROCER-EASE**

AIM		MEASURE					CHANGE		
Quality Dimension	Objective	Measure Indicator	Current Performance 2015/16 YE	Target for 2016/17	Target Justification	Improve or Maintain	Planned improvement initiatives (Change ideas)	Methods and process measures	Goal for Change idea
Safety	Reduce Falls for clients	<b>Falls:</b> Percentage of clients who report a fall who are provided with information on Falls Prevention and option for a Safety at home Assessment.	100%	100%	Previous organizational performance- Internal Target	Maintain	1. Maintain collaborative relationships with Community Falls Prevention programs (e.g SJHC Safety at Home program, Hamilton Falls Prevention Collaborative)	% Completed	100%
							2. Achieve 100% achievement by year-end	% Compliance	95%
Effectiveness	Decrease the # of clients who are at nutritional risk	<b>Nutrition:</b> # of clients who are identified being at as being at nutritional risk on anniversary of intake/ # of clients who were identified as being at nutritional risk at intake (20)	Not Available	10%	Based on 15/16 data and research	Improve	1. Continue to complete nutritional screening on all clients at intake	% Completed	100%
							2. Achieve 10% decrease in the # of clients who are at nutritional risk	% Compliance	10%
Access	# of clients that are admitted onto service within 10 days of receipt of application	<b>Admission:</b> All clients that are referred to the program have been screened and admitted onto service within 10 days of receipt of referral.	100%	100%	Previous organizational performance, internal target	Maintain	1. Maintain 100% achievement by year-end	% Compliance	100%
Patient-centred	Improve client satisfaction	Overall satisfaction	100%	95%	Previous organizational performance- Internal Target	Maintain	1. Achieve 95% achievement in both categories by year-end	% Compliance	95%
		Involvement in decisions about care:	Not Available- New Initiative	95%			Improve	2. Revise Client Satisfaction survey to collect this information	% Completed



Banyan Community Services, 681 Main Street East, Hamilton, ON L8M 1K3

**QUALITY IMPROVEMENT PLAN 2016/17- GROCER-EASE**

					New Initiative for 16/17		3. Provide education to all clients on Client Relations policy and process	% Completed	100%
--	--	--	--	--	-----------------------------	--	---	-------------	------

DRAFT