



Quality Improvement Plan 2015/16 Year End Results

AIM		MEASURE				CHANGE			
Quality Dimension	Objective	Measure Indicator	Current Performance	Target for 2015/16	Improve or Maintain	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16
Safety	Reduce Falls for clients	Falls: Percentage of clients who report a fall who are referred to a Falls Prevention Program	New Quality Initiative for 15/16	90%	Maintain	100%	100%	100%	100%
Effectiveness	Decrease the # of clients who are at nutritional risk	Nutrition: # of clients who are identified as being at nutritional risk at year-end/ # of clients who were identified as being at nutritional risk at intake	New Quality Initiative for 15/16	TBD	Maintain	Process measurement: 100% completed			
Access	# of clients that are admitted onto service within 10 days of receipt of application	Admission: All clients that are referred to the program have been screened and admitted onto service within 10 days of receipt of referral.	100%	100%	Maintain	100%	100%	100%	100%
Kind- Client-centred	Improve client satisfaction	Client satisfaction: Number of clients who have indicated they are either satisfied or very satisfied with all the service they receive per total number of survey respondents.	77%	85%	Improve	100%	100%	100%	100%