



QUALITY IMPROVEMENT PLAN 2017/18- GROCER-EASE

AIM		MEASURE					CHANGE		
Quality Dimension	Objective	Measure Indicator	Current Performance 2016/17 YE	Target for 2017/18	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 within the last 3 months prior to admission 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. Participate in Falls Prevention Travelling Information Fair as part of Hamilton Falls Prevention Coalition.	% Completed	100%
							2. Achieve 100% achievement by year-end	% Compliance	100%
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)	100%	100%	Based on 16/17 data.	Maintain	1. Continue to complete nutritional screening on all clients at intake	% Completed	100%
							2. Provide Nutritional Information and resources to all new clients	% Completed	100%
							3. Achieve 100% decrease in the # of clients who are at nutritional risk	% Compliance	100%
Access	# of clients that are admitted onto service within 5 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	Improve	1. Maintain 100% achievement by year-end	% Compliance	100%
Client-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:	97%	95%	Previous organizational performance- Internal Target	Maintain	2. Increase in the # of clients who self-report they are aware of the Grocer-Ease complaint process?	% Compliance	90%
		Awareness of the Grocer-Ease complaint process?	83%	90%	Previous organizational performance- Internal Target	Improve			