



Quality Improvement Plan 2016/17 Year End Results

AIM		MEASURE				CHANGE			
Quality Dimension	Objective	Measure Indicator	Performance YE 15/16	Target for 2016/17	Improve or Maintain	Q1 2016/17	Q2 2016/17	Q3 2016/17	Q4 2016/17
Safety	Reduce Falls for clients	Falls: 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%	Maintain	100%	100%	No falls reported this Q	No falls reported this Q
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	Not Available	10%	Improve	100%	100%	None identified this Q	100%
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	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. (Cumulative)	100%	95%	Maintain	100%	100%	100%	100%
		Number of clients who have indicated they are involved in decisions about care: (Cumulative)	Not Available- New Initiative	95%	Improve	97%	97%	97%	97%