



GROCER-EASE: QUALITY IMPROVEMENT PLAN 2017/18 FINAL RESULTS

688 Queensdale Ave. E, Suite 2B, Hamilton, ON L8V 1M1

AIM		MEASURE				CHANGE			
Quality Dimension	Objective	Measure Indicator	Current Performance 2016/17 YE	Target for 2017/18	Improve or Maintain	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18
Safety	Reduce Falls for clients	Falls: 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%	Maintain	100%	No falls reported	No falls reported	No falls reported
Effectiveness	Decrease the # of clients who are at nutritional risk	Nutrition: # 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	100%	100%	Maintain	100%	100%	100%	N/A
Access	# of clients that are admitted onto service within 5 days of receipt of application	Admission: All clients that are referred to the program have been screened and admitted onto service within 5 days of receipt of referral.	100%	100%	Improve	100%	100%	100%	0% Program at capacity – wait list implemented
Client-Centered	Improve client satisfaction	Overall Satisfaction	100%	95%	Maintain	100%	100%	98%	100%
		Involvement in decisions about care	97%	95%	Maintain	100%	100%	100%	100%
		Awareness of Grocer-Ease complaint process	83%	90%	Improve	70%	97%	92%	100%