



GROCER-EASE: QUALITY IMPROVEMENT PLAN 2018/19

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

AIM		MEASURE					CHANGE		
Quality Dimension	Objective	Measure Indicator	Current Performance 2017/18 YE	Target for 2018/19	Target Justification	Improve or Maintain	Planned Improvement Initiatives (Change Ideas)	Methods and Process Measures	Goal for Change Idea
Safety	Reduce falls for clients	Falls: % of clients identified at risk of falls who are successfully connected with an appropriate community support service (cumulative)	New Quality Indicator for 2018/19	100%	Internal target	Maintain	1. Achieve 100% compliance by year-end	% Compliance	100%
Kind	Reduce social isolation	Social Isolation: % of clients who are socially isolated who say they feel connected	New Quality Indicator for 2018/19	25%	New Horizon's funded Hamilton Seniors Social Isolation Project (HSSIP) Collective Impact Plan	Improve	1. Achieve 25% compliance by year-end	% Compliance	100%
							2. Participate in Hamilton Seniors at Risk Community Collaborative	% Completed	100%
Client-Centered	Improve Client Satisfaction	Overall Satisfaction	100%	95%	Previous organization performance (internal target)	Maintain	Achieve 95% achievement in both categories by year-end	% Compliance	95%
		Involvement in decisions about care	100%	95%	Previous organization performance (internal target)	Maintain			
		Awareness of the Grocer-Ease Complaint Process	90%	90%	Previous organization performance (internal target)	Maintain	Increase in the # of clients who self-report they are aware of the Grocer-Ease complaint process?	% Compliance	90%