



GROCER-EASE: QUALITY IMPROVEMENT PLAN 2020-2021

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

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Indicator	Current Performance (YE 2019/2020)	Target (2020-2021)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
Safe	Improve Food Access	Number of food bank deliveries to seniors living in 5 CityHousing buildings.	New Indicator	360	Based on number of seniors involved in pilot project.	New	Provide 30 food bank deliveries monthly.	# Completed
		Percent of SARCC Food Security Working Group meetings attended.	100% (8/8)	100%	Full attendance is expected.	Maintain	Participate in the SARCC Food Security Working Group.	% Compliance
Kind	Reduce Social Isolation	Percent of seniors demonstrating reduced isolation at annual review.	55% (12/22)	50%	Target aligned with goal set out in the Hamilton Seniors Isolation Impact Plan.	Maintain	Increase response rate to the isolation questionnaire.	% Compliance
Client-Centered	Achieve High Client Satisfaction	Percent of seniors who agree they're satisfied at annual review.	100% (64/64)	95%	Previous organization performance (internal target)	Maintain	Achieve 95% in both categories by year-end.	% Compliance
		Percent of seniors who agree they're involved in decisions about care at annual review.	100% (64/64)	95%	Previous organization performance (internal target)	Maintain		