

**GROCER-EASE: QUALITY IMPROVEMENT PLAN 2022-2023**

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Indicator	Current Performance (YE 2021/22)	Target (2022/23)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
<b>Access</b>	Improve Food Access	Number of food bank deliveries to seniors living in 6 CityHousing buildings.	385	390	Previous organization performance (internal target)	Maintain	Provide 30 food bank deliveries monthly.	# Completed
<b>Equitable</b>	Improve Food Access- Diverse populations	Identify and develop connections with cultural groups in the community.	5	2	Internal target	Add additional 2 groups	Develop collaborative relationships with cultural groups in the community to expand Food Security Hubs.	# Completed
<b>Kind</b>	Reduce Social Isolation	% of clients who agree their isolation is reduced	90%	85%	Target aligned with goal set out in the Hamilton Seniors Isolation Impact Plan.	Maintain	Increase response rate to the isolation questionnaire.	% Compliance
<b>Client-Centered</b>	Achieve High Client Satisfaction	Percent of seniors who agree they're satisfied at annual review.	98%	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.	98%	95%	Previous organization performance (internal target)	Maintain		