

GROCER-EASE: QUALITY IMPROVEMENT PLAN 2021-2022

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Indicator	Current Performance (YE 2020/2021)	Target (2021-2022)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
Access	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
Equitable	Improve Food Access-Diverse populations	Identify and develop connections with cultural groups in the community.	New Quality Indicator for 2021/2022	2	Internal target	New Indicator	Develop collaborative relationships with cultural groups in the community to expand Food Security Hubs.	# Completed
Kind	Reduce Social Isolation	% of clients who agree their isolation is reduced	100%	25%	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.	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		