



**GROCER-EASE: QUALITY IMPROVEMENT PLAN 2019/20**

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

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Measure Indicator	Current Performance (2018/19 YE)	Target (2019/20)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
Safe	Improve Food Access	Working collaboratively with the community to provide alternative sources of nutrition for low-income, at risk seniors living independently.	New Quality Indicator for 2019/20	100%	Full attendance and participation at meetings.	Improve	Participate in the Food Security Action Planning Group	% Compliance
		Social Isolation - % of clients who are socially isolated who say they feel connected	New Quality Indicator for 2019/20	25%	New Horizon's funded Hamilton Seniors Social Isolation Project (HSSIP) Collective Impact Plan	Improve	Achieve 25% compliance by year-end	% Compliance
Kind	Reduce social isolation	Full participation in Seniors at Risk Community Collaborative (SARCC)	100%	100%	Full attendance and participation at meetings.	Maintain	Participate in SARCC	% Completed
		Overall Satisfaction	100%	95%	Previous organization performance (internal target)	Maintain	Achieve 95% achievement in both categories by year-end	% Compliance
Client-Centered	Improve Client Satisfaction	Involvement in decisions about care	100%	95%	Previous organization performance (internal target)	Maintain		