GROCER-EASE: QUALITY IMPROVEMENT PLAN 2024-25

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Indicator	Current Performance (2023/24)	Target (2024/25)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
Access	Improve Food Access to expediate Hospital Discharges safely	Number of Let's go Home (LEGO) referrals from hospital to support food security of discharged clients.	New indicator for new program	120 clients with 1 to 3 shops per client	Based on current referral rate for last part of 2023/24	Improve	Provide 25 LEGO food delivery per month.	# Completed
Equitable	Improve Food Access- Diverse populations	Identify and develop connections with cultural groups in the community.	No indicator	4	Internal target	Improve	Promote Grocer Ease to members of diverse communities to ensure they are aware of the program.	# Completed
Kind	Reduce Social Isolation	% of clients who agree their isolation is reduced	90%	85%	Improve client's community connections	Maintain	Increase response rate from Client satisfaction Survey.	% 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		

Approved by the Board of Directors June 25, 2024