

Friends & Advocates Peel 2018/2019 - Quality Improvement Plan

AIM			MEASURE				CHANGE		
Quality dimension	Definition	Goal	Measure/Indicator	Current performance	Target for 2018/19	Target justification	Planned improvement initiatives (Change Ideas)	Methods and process measures	Goal for change ideas (2018-19)
Efficient	The health system should continually look for ways to reduce waste, including waste of supplies, equipment, time, ideas and information	To reduce the amount of terminations due to not maintaining the two (2) activity commitment required to maintain membership	The total number of member attendance at all activities	54% of membership terminations are due to the member not maintaining the two activity a month commitment	Reduce the percentage of terminations of members based on activity attendance by 15% by March 31st, 2019 to <39%	During the 2017-2018 fiscal year data collected demonstrated 3 main ways members leave the organization: 1) Self-resigning, 2) Terminated based on not completing the OCAN 6 month reassessment and 3) Terminated based on not maintaining the two activity a month commitment without staying in touch with staff. It was felt that activity attendance was an opportunity to make improvements to the member's experience and overall benefit from the program	Create a new welcome package to give all new members at the time of intake	New members will have more, organized information about the organization and the opportunities to get involved and benefit from the program	Getting new members involved early upon becoming a member can help keep them involved and participating in the program. The sooner a new member can begin to feel comfortable in participating and engaging with the staff and fellow members, the sooner the member can be appropriately supported and benefit from the program.
			The percentage of total attendance accounting for members within their first year of membership				motivational calls for new members for their first 6 months of membership	more contact with new members in order to support the orientation and participation in the program	
Patient-Centred	Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences	To improve the membership's knowledge of and ability to submit a formal complaint should they need to do so. Improve and learn from the process of addressing complaints submitted	The number of members terminated due to not making their two activity a month commitment and are not in touch with Friends & Advocates	2017/2018 OPOC results show a score of <b>3.23</b> for the question "If I had a serious concern, I would know how to make a formal complaint to this organization"	To improve the overall score of the question "If I had a serious concern, I would know how to make a formal complaint to this organization" to <b>≥ 3.5</b> by March 31st, 2019	Being responsive the memberships needs, including complaints and concerns, allows for higher quality services provided. To ensure this, the entire membership should know how to make a complaint or concern to the organization and a standardized process for handling such complaints put in place and used.	Short closing survey conducted with members who self-resign to gather more information	Information regarding reason for choosing to resign and suggestions for improvement	
							New Member Social activity geared towards new members	New members attendance at the new member socials	
							Process to communicate new member attendance at activates to the leadership team.	Communication with leadership team to inform them of a new member attending an activity to greet, welcome and help ease them into the activity	
Patient-Centred	Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences	To improve the membership's knowledge of and ability to submit a formal complaint should they need to do so. Improve and learn from the process of addressing complaints submitted	Rally report card and OPOC Score on Question #16; "If I had a serious concern, I would know how to make a formal complaint to this organization"	2017/2018 OPOC results show a score of <b>3.23</b> for the question "If I had a serious concern, I would know how to make a formal complaint to this organization"	To improve the overall score of the question "If I had a serious concern, I would know how to make a formal complaint to this organization" to <b>≥ 3.5</b> by March 31st, 2019	Being responsive the memberships needs, including complaints and concerns, allows for higher quality services provided. To ensure this, the entire membership should know how to make a complaint or concern to the organization and a standardized process for handling such complaints put in place and used.	Conduct a review of the complaints policy & procedure (Pathways & criteria)	A complete and approved complaints and concerns policy, including necessary criteria and appropriate procedure	Providing the membership with the knowledge and tools to submit a complaint or concern will help address and manage these concerns effectively as well as help better understand the member population's needs and/or concerns.
Effective	People should receive care that works and is based on the best available scientific information.		The number and nature of complaints submitted to Friends & Advocates				Disseminate information to members in various formats and places	"blurbs" in the News-a-Peel, one page summary for membership also included in new member welcome package, website page dedicated to an electronic complaint submission, social media posts directing to webpage, provide information to membership at General Member's Meeting, posted information in the office	
Equitable	People should get the same quality of care regardless of who they are and where they live.		The percentage of complaints submitted through different mechanisms (Via. Website, email, written, etc)				Create and build upon baseline data	Continue to collect relevant OPOC and Rally Report card feedback, build baseline of complaints (Nature, process, outcome, etc) to feed future planning and quality improvement initiatives	
Patient-Centred	Healthcare providers should offer services in a way that is sensitive to an individual's needs and preferences	Increase attendance at GMMs (Increased decision engagement with members)	Number of members attending the quarterly General Members Meetings in each of the four (4) service areas: Brampton, Mississauga, Dufferin, North Etobicoke.	Average 18.25% of membership at General Members Meeting	Average of <b>≥25%</b> of our membership at General Members Meetings over the 2018-2019 fiscal year by March 31st, 2019	Being a member-directed organization requires that the membership participate in opportunities to make decisions and provide input and feedback to the organization. It is also the responsibility of the organization to provide as much information possible to make informed decisions. Participating in the General Member's Meeting gives the membership this opportunity	Provide more information regarding importance of the General Members Meeting and ask membership for information topics and questions	Membership providing feedback, questions and information topics in order to make General Members Meetings more informative and beneficial to the membership	More involved members provide more feedback to the organization and more informed members can make better decisions about the services and opportunities provided. By giving more information, feedback & education topics and incentives to participate it is intended that more members will be involved.
							Conduct General Members Meetings in conjunction with another activity	Membership attendance at General Members Meeting as well as the additional activity opportunity	
							Review locations of General Members Meetings for accessibility issues and research new spaces to use	Membership attendance at General Members Meeting in new current and new locations	
							Provide refreshments	Membership attendance at General Members Meetings at which refreshments are provided.	
Equitable	People should get the same quality of care regardless of who they are and where they live.	Three (3) new, diverse Linkage Agreements with community partners and/or social service providers	The number of signed linkage agreements with community partners and other social service agencies or organizations	Five (5) linkage agreements	Three (3) Complete, signed linkage agreements (1 Long Term Case Management, 1 Youth, & 1 Aboriginal organization) by March 31st, 2019	During the 2017-2018 fiscal year attempts to secure linkage agreements has resulted in many improvement opportunities for the associate membership program and thus the linkage agreements appropriate to meet the Health Equity Plan and greater system level priorities.	Engagement/Discussion opportunities with partner organizations in order to better understand their client populations needs and the best way to collaborate and bring services to their clients	Number of meetings and/or discussions with partnering organizations to improve working relationship	By better understanding the nature of our partnering relationships as well as the needs of unique client populations can help provide services to a greater number of people and improve the collaborative work with other organizations
							New Linkage Agreements that are more customized to the unique client population of each organization	Number of completed and signed linkage agreements	