

Quality Assurance Plan 2020/2021



Dept.	Desired Outcome	Key Performance Indicator	Applies to	Target	Time Frame				Target Achieved		Domain Type	Data Source	Data Limitations	Service Delivery Business Function (SD,BF)	Follow up/Action
				(#,%)	Q1	Q2	Q3	Q4	Total Yrly (#,%)	Yes or No					
Client Services Excellence in Prog & Serv	Clients have opportunity to direct Services	Every Client has participated in a service plan (QLP)	All Supported Indiv	100%	89.4	84.8	72.6	100	266	Yes	Effectiveness	Nucleus RPT 129	None	SD	Decision support provides managers with a report of clients whose QLPS are expiring per quarter. Outstanding QLP report generated and delivered. .
Quarterly Update	Q1 On Target		Q2 On Target			Q3 On Target			Q4 Target achieved.						
Year End Report Back	All QL's completed for year 20/21; this includes a planning document for any individual who purchases day or respite services (as per QAM requirements). The indicator has been changed to reflect new guidance as per QAM review; each person will have a planning document completed annually – this will be completed within the same month of the previous year's plan.														

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Client Services Excellence in Prog & Serv	Complex Clients demonstrate improved coping skills	Reduction in incidents for same person over time	All Tracked Individuals	50%	10	3	0	3	16	No	Effectiveness	Nucleus	None	SD	Tracked individuals have changed.
Quarterly Update	Q1		Q2			Q3			Q4 Incidents this quarter associated with one individual.						
Year End Report Back	New clients will be chosen for Q1 2021/22. The indicator and the individuals have been reviewed and as a result a different set of criteria will be used to track this data. Individuals have been chosen based on the factors such as residing in group living, diagnosis and clinical team involvement.														

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Client Services Excellence in Prog & Serv	Expansion of Passport Services	Increase the usage of passport funding	All supported indiv in program review	100%	23.3	10	10.3	21			Service Access	Manual	Clients may participate in multiple program counts		Due to COVID spending has been reduced.
Quarterly Update	Q1 23.3% of Passport dollars spent		Q2 10% of Passport dollars spent				Q3 10.3% of passport dollars spent				Q4 21% of passport dollars spent.				
Year End Report Back	Due to COVID we are unable to run the Passport program at full capacity and as such spending continues to be reduced. As more and more alternative passport initiatives are created we will see funds begin to increase (e.g. On line activities; in home craft and art projects, etc). In addition as passport support hours resume we will see an increase in spending. We have educated staff on the new COVID spending criteria so that they are aware of the items that are permitted to be purchased. We have also contacted all of the supported homes, SIL and FH to promote passport spending and assist with purchasing and delivering items. Overall, 64.6% of passport dollars were spent; typically there is more spending activity at the beginning and the end of the year, in the past the middle quarter spending has been focussed on camps, sporting events etc. and this was not possible with COVID.														

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Client Services Accessible & Approp Hmes	SIL Clients have new apartments	Clients transition to more independent living	All Supported Indiv	4	7	1	2	0		Yes	Effectiveness	Manual	None	SD	Clients will continue to be assessed and transitioned to Independent Living as required and resources permit.
Quarterly Update	Q1 4 clients moved from SIL to Home for good; 2 from ESIL to HFG; 1 from HFG to SIL		Q2 1 client moved from Family home to ESIL				Q3 1 client moved from Family home to SIL; 1 from Family home to ESIL				Q4 No change.				
Year End Report Back	10 Clients successfully transitioned to Independent Living over the year. Overall, the individuals remain living in a more independent model and have been successful.														

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				(#,%)	Q1	Q2	Q3	Q4	Total Yrly (#,%)	Yes or No					
Client Services Extending our reach	Quick Response to clients in crisis	Respond to After Hours urgent calls within 20 minutes of initial call	Clients in crisis	100%	100%	100%	NA	NA	2	Yes	Service Access	Manual	None	SD	
Quarterly Update	Q1 1 call responded to within 20 min		Q2 1 call responded to within 20 min				Q3 No calls received				Q4 No calls received.				
Year End Report Back	This program will not be replaced in the new fiscal year.														

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IMT Extending our reach	Employees able to use and update forms in SharePoint (as applicable per defined role permissions)	Develop and launch 3 internal driven workflow forms on SharePoint	Agency Wide	3	1	5	2	3	12	Yes	Efficiency	SharePoint	N/A	BF	12 new forms – 1 in full use, 1 in test, 10 with depts. for minor change requests prior to launch. 3 actively in use
Quarterly Update	Q1 1 complete, 3 in draft		Q2 1 in testing, 5 complete				Q3 1 Complete, 10 in draft, 1 in test				Q4 3 Forms developed				
Year End Report Back	Form tool server now running. Request for stationary/Office Supplies – Completed; Employee Add/Move/Change – Completed; New Hire Form– Completed; Maintenance Requests – Testing; Client recreational assessment – Testing; Forms related to QARM – Draft; Virtual Programming Survey – Draft														

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HR Reinforce & share culture	New employees are able to work effectively on first shift	% positive satisfaction response of new employees after employee orientation	New Staff	70%	100%	100%	75%	75%		Yes	Satisfaction	Survey Monkey	Limited # respondents (not all new staff respond)	BF	Continue to encourage responses from new hires to complete survey.
Quarterly Update	Q1 On Target		Q2 On Target			Q3 On Target				Q4 On Target					
Year End Report Back	Our plans to 'bring back' all new hires the month following their orientation in order to meet with the Sr. Management team has been delayed due to COVID, however as restrictions lift this will be a priority. In addition, we have recently hired a Staffing Services Manager to manage the orientation process and continue to build on improvements to the staffing and orientation process for part time staff.														

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IMT Reinforce & share culture	Employees able to navigate, post and update SharePoint (as applicable per defined role permissions)	% of employees trained and using SharePoint	Staff	80%						No	Efficiency	Manual	None	BF	Delayed due to COVID
Quarterly Update	Q1 Delayed due to COVID		Q2 Delayed due to COVID			Q3 Delayed due to COVID				Q4 Delayed due to COVID.					
Year End Report Back	Q2 – changes to Board site on SharePoint have been completed by a third party. Board site is fully operational. New SP training strategy in place. Training with admin and executive staff is underway. A similar approach will be taken to create a Managers site and training. A project charter for this is in development in order to develop Logical architecture units (LAUs) in SharePoint. Q3 Unchanged														

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HR	Provide more online training resources to staff to facilitate access & reduce costs	Transition of new or revised programs to online learning	Staff	3	2	0	2	1		Yes	Efficiency	N/A	None	BF	Continue to review potential LMS for interoperability and cost effectiveness.
Reinforce & share culture															
Quarterly Update	Q1 On Target		Q2 On Target			Q3 On Target; H&S training was launched virtually, in addition to annual medication refresher training.				Q4 On Target, pharmacology training program delivered.					
Year End Report Back	Identified online training was delivered including privacy training, H&S annual refresher, orientation for new hires delivered remotely, pharmacology, mandatory training for CPI and First Aid partially delivered on line.														