



Aim	Measure				Change Ideas			
Quality Dimension & Objective	Measure/Indicator or	Current performance	Target	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Goal for change ideas
Client engagement: To engage client and family in the care process	% of care planning involving client and or family	100%	Maintain current performance	Maintain	1) To encourage client and or family's participation in care planning	<ul style="list-style-type: none"> Annual client and family service satisfaction survey 	% of client who are able and available to participate in the annual service evaluation survey % of family who are able and available to participate in the annual service evaluation survey	≥90% by Jan 31, 2020 ≥70% by Jan.31, 2020
					2) To listen to client's and or family's views and ideas that are related to the service that we provide	<ul style="list-style-type: none"> Involving client and or family in assessment /re-assessment 	% of client and or family involved in the assessment	100% by Dec 31, 2019
					3) To develop services in consideration with client's and or family's preferences	<ul style="list-style-type: none"> Involving client and or family in doing annual risk assessment 	% of client and or family involved in care plan development and review	100% by Dec 31, 2019
					4) To improve client's and or family's experience	<ul style="list-style-type: none"> Collect input via client focus group and family focus group 	As above	As above
					5) To increase service transparency	<ul style="list-style-type: none"> Involve client and or family in CQI activities 	As above	As above
						<ul style="list-style-type: none"> Involve client and or family in care plan development and review 	As above	As above
						<ul style="list-style-type: none"> Involve client and or family during care /service delivery 	As above	As above

						<ul style="list-style-type: none"> To get client and or family's consent in service provision 	As above	As above
“ New “ Collaboration status	Name the external partner (s) with we are collaborating on the above indicator (If any)	-Work with client and family.						
Progress Report for the May 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:							
Progress Report for the Aug 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:							
Progress Report for the Nov 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:							
Progress Report for the Feb 2020 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:							
Integrated: To divert potentially avoidable emergency department visits (Home Support Services)	% of diversion (# of emergency room diverted comparing with # of emergency calls))	92% (in the last 3 months	≥80%	Maintain or better than the departmental benchmark	1) To identify the client's needs and health condition change in a timely manner	<ul style="list-style-type: none"> HSW will observe the change in client's health condition during the service provision and report to the Supervisor accordingly 	% of client fell offered post fall security check	100% by Dec. 31, 2019
					2) To provide immediate response when needed	<ul style="list-style-type: none"> HSW will ask three questions before leaving client's unit; i.e., do you need to use toilet? Do you have any pain or discomfort? Do you need anything before I leave? 	% of emergency call responded within 5 minutes	≥98% by Dec.31, 2019
						<ul style="list-style-type: none"> Program Manager/Coordinator will review client's care plan 		

						quarterly or when needed <ul style="list-style-type: none"> • HSW will ensure that the client is taking medication as scheduled • HSW will observe and report possible side effect of medication in a regular basis • HSW will provide post fall security check after client's fall incident by using Home Support Post Fall Security Check Template • HSW will respond to client's emergency call within 5 minutes • HSW will respond to unscheduled request within 15 minutes 			
" New " Collaboration status	Name the external partner (s) with we are collaborating on the above indicator (If any)	collaboration opportunity : work with client and family							
Progress Report for the May 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:								
Progress Report for the Aug 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:								
Progress Report for the Nov 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:								
Progress Report for the Feb 2020 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:								

Timeliness: To provide Home Support service to client on the same day of hospital discharge.	% of client received services on the same day of hospital discharge	100%	Maintain current performance	Maintain	1) To provide Home Support service within the same day of client's discharge from hospital.	<ul style="list-style-type: none"> Program manager/ Coordinator will work closely with the client's family and with the hospital discharge planner during hospitalization period 	% of client received services on the same day of hospital discharge	100% by Dec. 31, 2019
						<ul style="list-style-type: none"> Program Manager/ Coordinator will involve Home and Community Care of LHIN and the client's family to have needed equipment in place before the client is discharge from hospital. 	As above	As above
						<ul style="list-style-type: none"> On the day of the discharge, the client's need is reviewed /assessed or anticipated and then home support service is provided accordingly. 	As above	As above
						<ul style="list-style-type: none"> If the discharge is anticipated, Program manager/ Coordinator will inform HSW to get them prepared and provide home support service as soon as the client is back from hospital. 	As above	As above
" New " Collaboration status	Name the external partner (s) with we are collaborating on the above indicator (If any)	collaboration opportunity : work with hospital discharge planner, charged nurse, social worker and doctor						
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Progress Report for the Aug 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify: Enter summary here:							
Progress Report for the Nov 2019 CQC	Performing well? Yes or No: Had additional change idea that was not included in the QIP? Yes or No: If Yes, specify:							

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Resident-Centred: Timely acknowledgement of complaints	% of complaints acknowledged to the clients who made a complaint within 10 business days	100%	100%	maintain	<ul style="list-style-type: none"> To provide immediate acknowledgement when the complaint is received 	Upon the receipt of complain, the person who received the complaint will provide acknowledgement	% of acknowledgement made within 10 days	100% by Dec 31, 2019
“ New “ Collaboration status	Name the external partner (s) with we are collaborating on the above indicator (If any)	collaboration opportunity: work with client and family						
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