## Theme II: Service Excellence

**Measure**        **Division:** Patient-centered

| Indicator #1 | Type | Unit / Population | Source / Period | Current Performance | Target | Target justification | External Collaborators |
|---|---|---|---|---|---|---|---|
| Percentage occupancy for ADP in-person services | C | % / 6 Adult Day Programs across Community Support Services | In house quarterly data collection / April 1 - Dec 31, 2023 | 39.00 | 90.00 | To reach pre-pandemic level occupancy rates with pandemic restrictions being lifted | |

## Change Ideas

| Change idea #1 | Improve Adult Day Program (ADP) new client admission flow |
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| Methods | Process measures | Target of process measure | Comments |
|---|---|---|---|
| Streamline the ADP intake process, including referral and waitlist management, vacancy alerting, intake scheduling and admission completion | Percentage of ADP vacancies alerted and filled, number of clients waiting for service initiation after intake completed | 100% ADP vacancies alerted; 90% ADP vacancies filled; minimize the # of clients waiting for service initiation, the lower the better by December 31, 2023 | |

| Change idea #2 | Hold strategic team meetings to specifically discuss service status, conduct environmental scans, and develop strategies to improve occupancy |
|---|---|

| Methods | Process measures | Target of process measure | Comments |
|---|---|---|---|
| Hold strategic meetings across 6 ADPs on bi-monthly basis to understand service status, identify factors that affect occupancy rate, and develop strategies to achieve higher percentage of occupancy | Number of strategic meetings held, number of news and updates posted in media and sent to community partners | 100% of participation across all 6 ADPs, 4 strategic meetings held by December 31, 2023 | |

| Change Idea #3 | Distribution of enhanced communication to increase occupancy | | |
|---|---|---|---|
| **Methods** | **Process measures** | **Target of process measure** | **Comments** |
| Posting service news and updates in multiple medias, regularly send program calendars and service updates to community patterners, distribute ADP flyers to potential service users | Number of distributions of ADP communications to potential service users | 20% increase per quarter for distribution of ADP communications by December 31, 2023 | |

## Theme III: Safe and Effective Care

**Measure**       **Division:** Safety

| Indicator #2 | Type | Unit / Population | Source / Period | Current Performance | Target | Target justification | External Collaborators |
|---|---|---|---|---|---|---|---|
| Number of medication reminder service adherence issues | C | # / Clients in Home Support Services | RL solution data / April 1 - December 31, 2023 | 22 | 15 | To reduce harm and risk | |

## Change Ideas

| Change idea #1      Home Support Services will review and update the medication reminder service policy and procedure by September 2023 |
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| Methods | Process measures | Target of process measure | Comments |
|---|---|---|---|
| 1. Team will collect baseline data on medication service errors, analyze the contributing factors, and update the procedure with inputs from staff<br><br>2. Team will have the updated medication service procedure ready to be shared during the departmental team meeting | Number or percentage of medication policies to be updated | 100% of medication policies and procedures will be updated by September 30, 2023 | |

| Change idea #2 | Home Support Service will conduct medication service demonstrations during departmental team meetings (every 2 months) | | |
|---|---|---|---|

| Methods | Process measures | Target of process measure | Comments |
|---|---|---|---|
| Staff will be assigned randomly to demonstrate the medication service procedure during the team meeting as a part of teach-back method. The team will evaluate and identify the areas which need to be improved. Team meeting minutes will be recorded and shared for reference | Number of teach-back completed and delivered to staff | 100% of active staff completed service demonstrations by December 31, 2023 | |

| Change idea #3 | Home Support Services will provide regular education and training to all team members | | |
|---|---|---|---|

| Methods | Process measures | Target of process measure | Comments |
|---|---|---|---|
| Staff orientation forms and training record will be saved in individual file | Percentage of active staff participating and completing orientation and/or training | 100% of active staff participating and completing the orientation and/or training by December 31, 2023 | |