

Quality Surveys

The primary focus of Qmentum accreditation is on creating a culture of client- and family-centred care.



This is an approach that guides all aspects of planning, delivering and evaluating services. It means working collaboratively with clients and their families to ensure that care is respectful, compassionate, culturally safe and competent, while being responsive to their needs, values, cultural backgrounds and beliefs and preferences.

With client- and family-centred care at the core of our thinking process we have designed four surveys that will be distributed in the following weeks/months to clients and their family/caregivers. We will be asking for their help in evaluating our programs and services. We want to know what they think about how we are doing and what we could do better. We want everyone's honest opinions.

These are the topics:

- General feedback
- Client safety
- Privacy and confidentiality
- Transitions (moving in/out etc.)

All answers will be kept confidential and specific answers will not be shared with the staff. Participation is not mandatory but very much appreciated.

The first one will be going out on paper, the others by email. Anyone who unsubscribes from our email updates will be deleted from the survey listings as well.

Once the survey period is closed, we will do a tally and analysis of the responses and will share the overall results. Any areas of concern will be studied with care. It goes without saying that we will devise strategies for improvement wherever they might be needed.

If you have any questions about the surveys or the process, please don't hesitate to ask your team leader or manager. If you are unable to answer inquiries from your clients or their family/caregivers about the surveys, please make a note and refer them to your manager or team leader.

