



## QUALITY SCORE CARD 2018 - 2019

STRATEGIC PRIORITY	GOALS	MEASURES/INDICATORS	TARGET FOR 2018/2019	Q1	Q2	Q3	Q4	TOTAL
CLIENT AND STAFF SAFETY	Improve food-handling practices.	60% of all employees who require Safe Food Handling training will obtain it.	60%	0% of staff have current Safe Food Handling training. A course for all certificate staff is scheduled July with 100% of staff being trained by September.	71% of identified staff have completed the Safe Food Handling course at Conestoga College			
		100% of recommendations of Client Safety Committee regarding safe food handling will be implemented.	100%	100% of recommendations from the committee are being implemented.	100% of recommendations have been implemented			
		100% of staff will comply with identified safe food handling practices	100%	Public Health unit has not completed their inspection in 2018 Quality survey on	Public Health unit has not completed their inspection in 2018 Quality survey on			

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				food handling to all eligible clients will be distributed in Q2	food handling to all eligible clients has been deferred to Q3			
	Improve client record keeping.	100% of employees are trained on using new system.	100%	Training of all employees was completed in November 2017.	100% of employees are trained on the use of the Goldcare system			
		100% of the client safety data including falls, incidents and medication errors will be entered into Goldcare client file system.	100%	May 1 launch date, since then 100% of safety data input into Goldcare	100% are entered and analysis has been performed with the Client Safety Committee during last two meetings.			
	Reduce incidents of client injury related to falls.	100% of the client falls data will be entered into the client specific GoldCare system.	100%	May 1 launch date, since then 100% of safety data input into Goldcare	100% of data in system, information given to clients and staff on falls prevention			
		100% of clients at risk of falling are offered an individualized falls prevention program	100%	YTD 11 clients or 100% of clients have had falls assessments done. 1 client has completed the entire process with a falls	YTD 20 clients or 65% or 13 of the clients at risk of falling have completed the full falls prevention program.			

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				prevention program in place.				
	Safety is part of the role of clients, employees, and families.	100% of the job descriptions will have client safety as a key responsibility.	100%	60% have been updated at this point	100% of job descriptions revised to include client safety			
	Ensure all client and staff health and safety policies are reviewed annually.	100% of the policies relating to staff and/or client safety are reviewed annually.	100%	10% have been reviewed to date. A new system being put in place to review more per month.	100% of client safety policies reviewed, revised and updated 30% of H&S for staff reviewed by H&S committee			
ACHIEVE THE BEST RESULTS	The ethics framework is utilized across the organization.	100% of ethical reviews completed are reviewed by leadership	100%	Ethics reviews are embedded into the Goldcare System and will be reviewed by management in Q2	100% of ethics reviews are recording into Goldcare and reviewed by management			
		100% of employees and board members are trained on ethics.	100%	80% have been trained to date	100% of employees have been trained on ethics (yuck, muck, pluck)			
		100% of ethics reviews will be merged with client or employee files in the GoldCare system	100%	Ethics is now embedded into Goldcare.	Ethics is not fully embedded into the Goldcare system			

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	Incident reports will be used for quality improvement and risk management.	100 % of incident reports will be integrated into the GoldCare system with trending data generated.	100%	Launch date of May 1, 100% of incident reports are logged into Goldcare	100% of client safety incident reports are logged into Goldcare			
		100% of near misses will be logged into GoldCare.	100%	Launch date of May 1, 100% of incident reports are logged into Goldcare	100% of near miss reports are logged into Goldcare			
	Emergency preparedness plan is current, implemented and utilized	100% of the required drills as per the annual plan will be completed and logged into the system.	100%	100% of the drills for this quarter were completed and logged	100% of the drills for Q2 were completed at all sites			
ENGAGEMENT /PROVIDE CLIENT CENTRED CARE	Clients and families will be involved at all levels of the organization	A 40% response rate is obtained on all requests for input and information from clients, families and caregivers.	40%	An average of 38.5% response rate was achieved between the client and caregiver responses.	An average of 38.5% response rate was achieved between the client and caregiver responses.			
	Key documents will be made public by posting on web site	100% of the identified plans and scorecards will be posted on the website for public access.	100%	100% of approved plans and scorecards are posted on web site.	100% of identified plans and scorecards are posted on the web site.			

STRATEGIC PRIORITY	GOALS	MEASURES/INDICATORS	TARGET FOR 2018/2019	Q1	Q2	Q3	Q4	TOTAL
		100% of the monthly agendas and resulting board minutes will be posted on the website.	100%	0% have been posted YTD	This Goal has been discontinued by the board of directors			
	Mission, vision, values will be vetted through key stakeholders on a regular basis	A 40% response rate on requests for input related to the mission, vision and values is achieved	40%	A 38.5% response rate was achieved	A 38.5% response rate was achieved			
	Membership on the board of directors will be extended to those with lived experience, caregivers or families	At least one board member will be a person with a disability or a caregiver of a person with a disability – a person with lived experience	1 person	1 person on the board is a caregiver of a person with an ABI	1 person on the board is a caregiver of a person with an ABI			