



## QUALITY SCORE CARD 2018 - 2019

STRATEGIC PRIORITY	GOALS	MEASURES/INDICATORS	TARGET FOR 2018/2019	Q1	Q2	Q3	Q4	COMMENTS
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 identified staff have completed the Safe Food Handling course at Conestoga College	100% of identified staff have completed the Safe Food Handling course at Conestoga College	The employee group prioritized, goal is to train all staff by end of 2019/20. Level 1 and 2 priorities scheduled in Q1
		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 recommendations have been 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	Public Health unit has not completed their inspection in	Public Health unit has not completed their inspection in		



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				the entire process with a falls prevention program in place.	program.			
	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	100% of job descriptions revised to include client safety	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	100% of client safety policies reviewed, revised and updated 30% of H&S for staff reviewed by H&S committee	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 ethics reviews are recording into Goldcare and reviewed by management	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 employees have been trained on ethics (yuck, muck, pluck)	100% of employees have been trained on ethics (yuck, muck, pluck)	

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		100% of ethics reviews will be merged with client or employee files in the GoldCare system	100%	Ethics is now embedded into Goldcare.	Full embedded	Fully embedded	Fully embedded	
	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 client safety 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	100% of near miss 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	100% of the drills for Q3 were completed at all sites	100% of the drills for Q4 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.	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.	

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	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.	100% of identified plans and scorecards are posted on the web site.	100% of identified plans and scorecards are posted on the web site.	
		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	Discontinued	Discontinued	
	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	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	1 person on the board is a caregiver of a person with an ABI	1 person was a caregiver and one person has experienced a brain injury	