



QUALITY MANAGEMENT PLAN – SCORECARD

YEAR 2021/2022

TRAVERSE INDEPENDENCE QUALITY MANAGEMENT PLAN – SCORECARD

STRATEGIC PRIORITY	GOAL	OUTCOMES	INDICATORS	Q1 AND Q2	Q3	Q4	COMMENTS
QUALITY & CLIENT SAFETY	Improve food-handling practices.	Ensure safe food handling is a requirement in position description.	100% of all employees who require Safe Food Handling training will obtain it.	79%			We have recently hired staff; however, training was on hold due to the pandemic.
		The Client Safety Committee will identify best practices in food handling.	100% of recommendations of Client Safety Committee regarding safe food handling will be implemented.	N/A			There have been no recommendations.
	Reduce incidents of client injury related to falls.	Client falls data will be used to drive quality improvement across the organization.	100% of the client falls data will be entered into the client specific GoldCare system.	100%			Falls bulletins are being produced for staff on a regular basis.
		Assessment data will be used to identify when a proactive falls prevention program will be offered to individual clients.	100% of clients at risk of falling are offered an individualized falls prevention program.	100%			
	Improve Hand Hygiene	The staff will be provided with training in hand	100% of staff are trained during orientation and	100%			This is the middle of the year re- education. All staff will be trained

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		hygiene	then once annually on safe hand hygiene practices				by year end.
		Implement a hand hygiene audit system	100% of recommendations are follow regarding audit guidelines	100%			
COMPREHENSIVE SERVICE Mix	The ethics framework is utilized across the organization.	Ethics reviews are completed as required.	100% of ethical reviews completed are reviewed by leadership.	N/A			Zero ethical reviews completed this year.
	Incident reports will be used for quality improvement and risk management using the risk management framework.	Incident reports will be trended with data being used to drive quality improvements.	100% of incident reports will be integrated into the GoldCare system with trending data generated.	100%			
		Near miss information will be used in quality improvement and risk management processes.	100% of near misses will be logged into GoldCare.	100%			16 in Q1. 12 near misses recorded for Q2.
	The emergency	Employees are	100% of the	80%			100% Fire drills are

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	preparedness plan is implemented at all sites and locations.	prepared in the case of an emergency.	required drills as per the annual plan will be completed and logged into the system.				completed as required (once a month for TG,OC and ST, once annually for other sites). Other bi-yearly emergency drills are difficult to administer due to the pandemic.
SUSTAINABLE OUTCOMES	Clients and families will be engaged and involved at all levels of the organization.	Clients and families will be engaged and involved in decision making at all levels of the organization.	A 40% response rate is obtained on all requests for input and information from families and caregivers.	N/A			A Client and Family Caregiver Committee was created and operational prior to the pandemic. We began to draft a survey with their suggestions. We are currently generating interest in the committee again.
	Key documents will be made public by posting on website.	The quality goals, objectives, and outcomes will be transparent and available for all key stakeholders.	100% of the identified plans and scorecards will be posted on the website for public access.	100%			
	Membership on the board of directors will be extended to those with lived experience, caregivers or	All applicants to the board including family and clients will be considered.	At least one board member will be a person with a disability or a caregiver of a person with a disability – a	100%			Two board members have lived experience, one board member had a family member in the program for many years.

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	families.		person with lived experience.				