



TRAVERSE
INDEPENDENCE

QUALITY MANAGEMENT PLAN

APRIL 2023 – MARCH 2024

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INTRODUCTION

The delivery of quality services to those we serve has been a Traverse Independence priority over the past many years. As the organization has grown and expanded this is one value and principle that has been constant.

To drive the quest for quality forward, the board of directors have consistently had the expectation of quality service delivery in their strategic plan. It is the board’s responsibility to lead the organization forward through the mission, vision, values and strategic plan, and quality has always been front and centre. Keeping in mind that the board’s strategic plan has several priority objectives within it, the first one has a strong focus on quality: *Provide a recognized service that supports quality care and client safety.* (See excerpt from the board’s strategic plan below.) The board has also identified in recent training that while the first priority objective or pillar very clearly supports quality, all of the others also feed into quality services to the clients. A comprehensive, yet consistent and best practice service delivery model meets the changing needs of clients, integrating into an ecosystem of team partners supports sustainable and robust services through partnership and engagement.

The Board’s Strategic Plan Priorities

Keep Client and Staff Safe	Comprehensive Quality Service Mix	Sustainable Outcomes	Health System Partnerships	Engagement
Focus on safe, effective high-quality services that ensure a safe environment for clients and staff.	Provide services through an integrated service delivery model focused on a person-centered care framework.	Refine and support key client outcomes in a health ecosystem of team partners.	Be an active health system partner engaged in enabling a quality continuum of services for clients, families, and the community.	Our participation on identified Ontario Health Teams and within our Ontario Health region will strengthen integrated service delivery for clients, families in the community.
GOALS				
We will align goals with quality improvement plans (C-QIPs) of OHTs Participate in best practice guidelines project. Hire and support an energetic and dedicated staff roster to safely support clients and coworkers.	Our services will build on the best practice to meet the emerging needs of clients, through a consistent yet comprehensive service delivery system.	We participate and integrate into an ecosystem of team partners across the OHT landscape.	We will be an active health system partner engaged in enabling an integrated continuum of services for clients, families, and the community.	Maintain formal standing in the Ontario Health structure both on local teams and within the west region. Align our integration with strategic partners to better offer knowledge exchange and service design that is inclusive of clients with brain injury and

				physical disabilities.
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As an organization, we are fully committed to a culture where quality client care is integrated into our daily services, thus ensuring our services are provided in an effective and competent manner. The board fosters and supports a culture of client and staff safety and regularly receives reports and updates on measures related to safety such as data on WSIB, lost time claims, accidents and injuries, client falls, medication errors and reconciliation, infection prevention and control and other such data.

We currently serve clients with an acquired brain injury and with a physical disability across three individual Ontario Health Team catchment area. Guelph Wellington, Cambridge North Dumfries and Kitchener/Waterloo and the Four Townships. Quality management is necessary to ensure all services are designed and rendered to meet the current and emerging quality needs of clients, their families, employees, and members of our broader community.

SCOPE

This document applies to all programs of Traverse Independence.

THE QUALITY PLAN STRATEGIC PRIORITIES

The quality plan was developed to support the board’s strategic plan. Three areas of focus have been selected that support the pillars of the strategic plan in a general sense.

KEEP THE CLIENTS AND STAFF SAFE	COMPREHENSIVE QUALITY SERVICE MIX	ENGAGEMENT
<ul style="list-style-type: none"> • Safe food-handling practices. • Handwashing • Falls prevention. • Talent management 	<ul style="list-style-type: none"> • The ethics framework is utilized across the organization. • Incident reports will be used for quality improvement and risk management. • Emergency preparedness plans are utilized across all sites. 	<ul style="list-style-type: none"> • Clients and families will be engaged and involved at all levels of the organization. • Key documents will be made public by posting on the website. • Membership on the board of directors will be managed through a skills matrix to ensure board members reflect the quality requirements of the organization.

RESPONSIBILITY

Quality management is the responsibility of the governors, employees, clients, and caregivers/family. The managers and front-line employees play a part in the quality, reliability, and

safety of the programs and services provided to our clients. The board of directors ultimately holds the responsibility for the implementation of the quality plan.

It is up to management with oversight through the board, to ensure that quality systems are designed, implemented, monitored, and evaluated on an ongoing basis and that the board of directors has the background information they require to support the quality plan.

REPORTING

Following is a critical path, which provides the goals, objectives, and measurable outcomes for the quality system along with who is responsible for achieving the measures.

Using a scorecard, the results of the goals and objectives will be measured quarterly with results provided not only to the board of directors, but to employees, clients, caregivers, and the public. The client safety committee will have a strong focus on quality and will provide monthly updates on client safety as a quality indicator.

QUALITY MANAGEMENT PLAN – TRAVERSE INDEPENDENCE

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
<p>KEEP THE CLIENTS AND STAFF SAFE</p>	<p>Maintain quality food-handling practices.</p>	<p>Identify employee positions that are responsible for food handling.</p>	<p>Ensure safe food handling is a requirement in position description.</p>	<p>Client Safety Committee</p>	<p>Ongoing</p>	<p>100% of all employees who require Safe Food Handling training will obtain it.</p>
		<p>Ensure all employees responsible for food handling complete safe food handling training</p>	<p>Safe food handling practices will be used across the organization.</p>	<p>Client Safety Committee</p>	<p>Ongoing</p>	<p>100% of recommendations of Client Safety Committee regarding safe food handling will be implemented and training data completion numbers will be monitored for completion rates, with a 60% completion averaged across organization annually.</p>
	<p>Reduce incidents of client injury related to falls.</p>	<p>All client falls information will be logged into the GoldCare client record keeping system.</p>	<p>Client falls data will be used to drive quality improvement across the organization.</p>	<p>Client Safety Committee</p>	<p>Ongoing</p>	<p>100% of the client falls data will be entered into the client specific GoldCare system.</p>
		<p>Using the falls prevention assessment tool all clients will be assessed for being at risk of falling</p>	<p>Assessment data will be used to identify when a proactive falls prevention program will be offered to individual clients.</p>	<p>Client Safety Committee</p>	<p>Ongoing</p>	<p>100% of clients at risk of falling are offered an individualized falls prevention program</p>

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STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
	Improve Hand Hygiene	Improve staff knowledge of hand hygiene practices	The staff will be provided training on hand hygiene	Management Team	ongoing	100% of staff are trained once annually on safe hand hygiene practices
		Implement Hand hygiene audit system	Audits meets the standards of regional IPAC and Public Health	Client Safety committee	Ongoing	100% of recommendations are follow regarding audit guidelines
COMPREHENSIVE QUALITY SERVICE MIX	The ethics framework is utilized across the organization.	The ethics framework and its application will be utilized in day-to-day practice.	Ethics reviews are completed as required	Management Team	Ongoing	100% of ethical reviews are completed as required.
		Incident reports will be used for quality improvement and risk management using the risk management framework.	Incident data including the risk management information will be integrated into the GoldCare client and employee data system.	Incident reports will be trended with data being used to drive quality improvements.	Goldcare Lead	Ongoing
	Near misses will be reported and monitored.		Near miss information will be used in quality improvement and risk management processes.	Client Safety Committee, Health and Safety Committee	Ongoing	100% of near misses will be logged into GoldCare.

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STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
	The emergency preparedness plan is implemented at all sites and locations.	Regular disaster drills will be held at all sites and programs.	Employees are prepared in the case of an emergency	Health and Safety Committee	Ongoing	100% of the required drills as per the annual plan will be completed and logged into the system.
ENGAGEMENT	Clients and families will be engaged and involved at all levels of the organization.	A variety of tools will be used to elicit feedback and promote engagement.	Clients and families will be engaged and involved in decision making at all levels of the organization	Management	Ongoing	A 40% response rate is obtained on all requests for input and information from families and caregivers.
	Key documents will be made public by posting on the website.	The quality, client safety, strategic and risk management plans will be publicly available	The quality goals, objectives, and outcomes will be transparent and available for all key stakeholders.	Management	Ongoing	100% of the identified plans and scorecards will be posted on the website for public access.
	Membership on the board of directors will be managed through a skills matrix to ensure board members reflect the quality requirements of the organization	Competency matrix and policies highlight the pursuit of members who have expertise in quality areas such as TQM, Ethics, Risk, etc.	All applicants to the board including family and clients will be considered.	Board	Ongoing	A majority of board members will have experience in quality systems.