



TRAVERSE
INDEPENDENCE

QUALITY MANAGEMENT PLAN

2026 - 2027

CONTENTS

INTRODUCTION3

THE QUALITY PLAN STRATEGIC PRIORITIES4

RESPONSIBILITY.....4

REPORTING4

INTRODUCTION

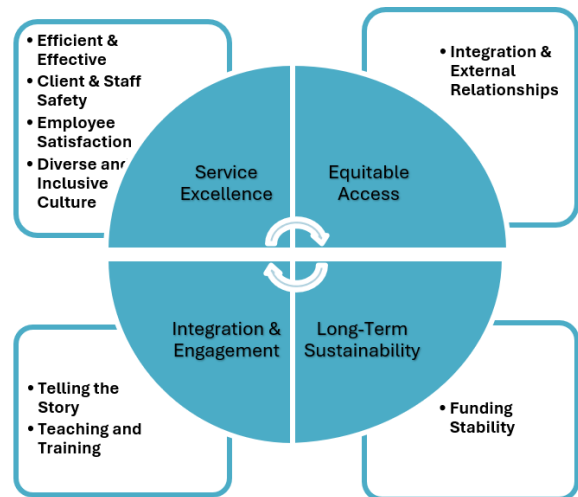
The delivery of quality services to those we serve has been a priority for Traverse Independence over the past many years. As the organization has grown and expanded, this is one value and principle that has remained constant.

To drive the quest for quality forward and maintain existing systems and outcomes, the board of directors have consistently had quality service delivery as a priority in their strategic plan. It is the board's responsibility to lead the organization forward using the mission statement, vision, values, and strategic plan. Throughout the history of Traverse Independence, quality has been foundational.

The Board's Strategic Priorities/Pillars

- **Service Excellence**
- **Integration & Engagement**
- **Equitable Access**
- **Long-Term Sustainability**

*** The Service Excellence pillar in the strategic plan directly relates to the quality plan; efficient & effective, client safety, employee satisfaction, and a diverse and inclusive culture.*



As an organization, we are fully committed to a culture where quality client care is integrated into our programs, 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.

As a regional provider, we currently serve clients with an acquired brain injury and physical disability across three individual Ontario Health Team catchment areas. 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 needs of clients, their families, employees, and members of our broader community.

SCOPE

This document applies to all Traverse Independence programs.

THE QUALITY PLAN STRATEGIC PRIORITIES

The quality plan was developed to support the board’s 2024-2027 strategic plan. Three areas of focus have been selected that support both the Service Excellence and the Equitable Access priorities or pillars in the strategic plan.

EFFICIENT & EFFECTIVE SERVICES	CLIENT & STAFF SAFETY	INTEGRATION & RELATIONSHIPS
<ul style="list-style-type: none"> • Internal health data will be utilized to assess effectiveness. • Internal health data will be used to assess efficiencies. 	<ul style="list-style-type: none"> • Safe food handling practices. • Handwashing • Falls prevention. • Staff training 	<ul style="list-style-type: none"> • Refine presence within the three OHTs to support integration of brain injury. • Continue to partner, integrate and support OHT members

RESPONSIBILITY

Quality management is the responsibility of the governors, employees, clients, and caregivers. 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 responsibility for the oversight of the quality plan.

It is up to management 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 and oversee the 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 are measured and reported to staff, clients, and the board. The client safety committee will provide regular updates on client safety as a quality indicator.

Strategic Priority	Focus Area (Plan)	Goal	Key Measure(s) (Objective)	Target (Indicator)	Current Status	Trend / Notes
<p>● Service Excellence - Staff and Client Safety</p>	<p>Quality Management Plan</p>	<p>Maintain quality food-handling practices.</p> <p>Reduce incidents of client injury related to falls.</p>	<p>Ensure all employees responsible for food handling complete safe food handling training.</p> <p>All clients fall information will be logged into the GoldCare client record keeping system.</p> <p>Using the falls prevention assessment tool</p>	<p>Completion numbers will be monitored for completion rates, with a 60% completion rate averaged across the organization annually.</p> <p>100% of the clients' falls data will be entered into the client specific GoldCare system.</p>	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>	<p>Q1</p> <p>Q2</p> <p>Q3</p> <p>Q4</p>

			all clients will be assessed for being at risk of falling.	100% of clients at risk of falling are offered an individualized falls prevention program.		
		Ensure Consistent Hand Hygiene Practices	Improve staff knowledge of hand hygiene practices.	75% of staff are trained once annually on safe hand hygiene practices.		
			Implement hand hygiene surveys for staff.	75% of staff completed the survey. Results indicate 80% compliance with hand hygiene practices.		

 <p>Service Excellence - Efficient & Effective Services</p>	<p>Quality Management Plan</p>	<p>Internal health data will be utilized to assess effectiveness.</p> <p>Internal health data will be used to assess efficiencies.</p>	<p>Utilize standardized data to assess effectiveness.</p> <p>Utilize standardized data to assess efficiency.</p>	<p>Effectiveness of all programs and services will be measured and assessed annually.</p> <p>Effectiveness of all programs and services will be measured and assessed annually.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Q1 Q2 Q3 Q4</p>
 <p>Equitable Access - Integration & Relationships</p>	<p>Quality Management Plan</p>	<p>Monitor external partnerships.</p> <p>Publish health data information.</p>	<p>Ensure quality supports in place.</p> <p>Ensure that outcomes are validated through data.</p>	<p>Accurate database of all partners maintained with information kept on satisfaction and integration.</p>	<p>Q1 Q2 Q3 Q4</p>	<p>Q1 Q2 Q3 Q4</p>