



ROCK'S QUALITY IMPROVEMENT PLAN

The 2018-2020 Quality Improvement Plan is our commitment to meet quality improvement goals through opportunities for improvement, focused targets and actions. The QIP is developed by the Quality Improvement and Client Safety Committee in collaboration with ROCK's Board of Directors. The committee has representation from all areas of the agency.

QUALITY DIMENSION	GOALS DEFINED IN THE QIP 2018-2020	OUR ACCOMPLISHMENTS
Efficiency <i>"Make the best use of resources"</i>	<ul style="list-style-type: none"> Standardize Care Plans to ensure a comprehensive assessment of the client care needs Improve timeliness of completion of Care Plans 	<ul style="list-style-type: none"> Harmonized Care Plans content to include a holistic approach and tailored to service offerings Developed reporting to facilitate ongoing monitoring of completion of care plans
Appropriateness <i>"Do the right thing to achieve the best results"</i>	<ul style="list-style-type: none"> Improve understanding of risk and level of care our clients require while receiving services 	<ul style="list-style-type: none"> Adopted a standardized assessment tool to determine risk and level of care (CALOCUS) Implemented the standardized assessment tool across all relevant programs
Client-Centred Services <i>"Partner with me and my family in our care"</i>	<ul style="list-style-type: none"> Standardize reporting of complaints Increase understanding of the client experience and act 	<ul style="list-style-type: none"> Developed and implemented a robust complaints policy that included timeliness of response and improved communication with clients
	<ul style="list-style-type: none"> Standardize the tool for collection of client voice Increase client participation 	<ul style="list-style-type: none"> Harmonized the client experience questionnaires Provided ongoing training of staff and development of methods and alternatives for clients to provide feedback
Safety <i>"Keep me safe"</i>	<ul style="list-style-type: none"> Standardize reporting of client safety incidents across the agency 	<ul style="list-style-type: none"> Implemented ministry guidelines and internal reporting process of client safety incidents
	<ul style="list-style-type: none"> Build a culture of safety across the agency 	<ul style="list-style-type: none"> Reviewed Health and Safety policies and automated of the reporting of staff accidents and incidents

The ROCK Client Safety Plan is designed to support and promote the mission, vision, and values of ROCK, with a special focus on the delivery of safe care and continuous improvement for all clients. The plan establishes ROCK's client safety priorities as well as the organizational infrastructure to support the delivery of safe quality care, including the mechanisms to respond to client safety concerns and make system-wide improvements.



GOALS AND OBJECTIVES DEFINED IN 2018-2020		OUR ACCOMPLISHMENTS
Enhance ROCK's client safety culture	Support and engage the Board of Directors in promoting a culture of safety	<ul style="list-style-type: none"> Created the Quality and Safety Committee of the Board Client Safety is a standing item on the Board's agenda
	Create a baseline for a culture of client safety and quality improvement	<ul style="list-style-type: none"> Identified improvements opportunities and implemented targeted actions as a result of the client safety survey Reviewed all job descriptions to add responsibility for client safety across all positions in the agency
Establish effective communication for client safety	Engage clients in client safety	<ul style="list-style-type: none"> Included clients and families in the development of client safety policies. Increased information sharing regarding client safety at every time of contact
	Educate staff in client safety	<ul style="list-style-type: none"> Implementation of annual client safety training and increased dialogue about safety at Team Meetings
Reduce client risk	Improve reporting of client safety incidents	<ul style="list-style-type: none"> Development of the client safety incident management system for identification, reporting, disclosure, management and investigation of client safety incidents Implemented framework for analysis of critical incidents
	Improve medication management process	<ul style="list-style-type: none"> Established the medication management team with oversight of all medication activities at the agency Implemented policies and made improvements in all our medication management practices
	Enhance capacity to identify client's risk of harm	<ul style="list-style-type: none"> Developed guidelines and assessment tool for identification of risk of harm Developed pathway for clients identified at risk
	Enhance Infection Prevention and Control Program / Reduce risks for infections	<ul style="list-style-type: none"> Completed a review of the Infection Prevention and Control program increasing awareness of hand hygiene and immunization Further developed ROCK's Business Continuity Plan and protocols to minimize the risk of infections due to COVID-19