

ROCK'S QUALITY IMPROVEMENT PLAN



ANNUAL REPORT 2021/2022

The 2021-2022 Quality Improvement Plan was developed with the input of clients, staff, leadership and our Board of Directors. The QIP is our commitment to meet quality improvement goals through opportunities for improvement, focused targets and actions.

PRIORITY: QUALITY OF CARE



	Objective	Goal	Achievements
Quality of Care	Improve processes that gather and incorporate client voice into program	Increase client voice through experience questionnaires	<ul style="list-style-type: none">Improved response rate by 20% compared to previous yearReview of questionnaire content focused on the collection of more meaningful and actionable items
	Provide high quality care to our clients that adheres to standards of practice	Develop a data quality framework	<ul style="list-style-type: none">Developed the data quality framework, reviewing and confirming standards for documentationApplied framework across 10 programs

PRIORITY: SAFETY AND WELL-BEING



	Objective	Goal	Achievements
Safety and Well-Being	Improve processes that identify and monitor clients at risk of harm	Documentation of safety plans for high-risk clients	<ul style="list-style-type: none"> Reviewed and confirmed guidelines for risk assessment Implemented alert categories in client electronic system
	Improve the identification and reporting of safety incidents	Reporting of client safety incidents	<ul style="list-style-type: none"> Completed annual evaluation, process review and incident debriefings
	Provide a healthy and safe workplace environment for our staff	Maintain a healthy and safe workplace	<ul style="list-style-type: none"> Followed provincial and local public health recommendations for safe environment during COVID-19 Engaged with staff promoting safe activities for maintaining well-being

PRIORITY: ACCESS TO CARE



	Objective	Goal	Achievements
Access to Care	Optimize client experience when accessing services through Access and System Navigation	Optimize processes and resources to assess and refer clients to services through Access and System Navigation	<ul style="list-style-type: none"> Refined internal dashboards for monitoring client flow Managed increase in referrals due to increased influx due to COVID-19
	Reduce the time clients wait to access services	Utilize Quality Improvement Methodology to reduce wait time to service	<ul style="list-style-type: none"> Established dashboard for measurement of wait times Initiated a quality improvement project in collaboration with the Knowledge Institute on Child and Youth Mental Health and Addictions