

# ROCK'S QUALITY IMPROVEMENT PLAN



## ANNUAL REPORT 2022/2023

The 2022-2023 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	Support our ongoing efforts to ensure that our services are inclusive	Improve positive responses to question "Our needs, preferences values were respected during service."	<ul style="list-style-type: none"><li>Achieved <b>97%</b> positive score</li></ul>
	Provide high quality care to our clients that adheres to standards of practice	Consolidate the use of the data quality framework across programs	<ul style="list-style-type: none"><li>Consistently applied the data framework across <b>14 programs</b></li></ul>

## 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"> <li>Developed indicator reporting for monitoring</li> <li>Implemented training on assessment tool, safety planning and documentation</li> </ul>
	Improve the identification and reporting of safety incidents	Reporting of client safety incidents	<ul style="list-style-type: none"> <li>Completed annual evaluation, process review and incident debriefings</li> </ul>

## 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"> <li>Completed quality improvement project</li> <li><b>27%</b> reduction of length of time from admission to referral to program</li> </ul>
	Reduce the time clients wait to access services	Utilize Quality Improvement Methodology to reduce wait time to service	<ul style="list-style-type: none"> <li>Completed quality improvement project in collaboration with the Knowledge Institute on Child and Youth Mental Health and Additions – <b>80%</b> reduction in average days to initiate service</li> <li><b>57%</b> of programs reduced wait time to service</li> </ul>

**Your voice matters!**

[Link to survey](#)