

# ROCK'S QUALITY IMPROVEMENT PLAN



## ANNUAL REPORT 2023/2024

The 2023-2024 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>Maintained <b>97%</b> positive score</li> <li>Improved processes for data collection and analysis of client feedback</li> <li>Improved response rate by engaging with clients</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>Solidified practices for data quality and file audit into program reviews and daily management of client cases</li> <li><b>100%</b> of programs practice file audits to ensure compliance</li> </ul>

## PRIORITY: SAFETY AND WELL-BEING



SAFETY AND WELL-BEING	OBJECTIVE	GOAL	ACHIEVEMENTS
	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>• 100% - Enhanced process to identify and provide supports for clients identified at high risk through their episode of care</li> </ul>
Improve the identification and reporting of safety incidents	Reporting of client safety incidents	<ul style="list-style-type: none"> <li>• Improved internal processes for reporting client safety incidents</li> <li>• 100% of incidents reviewed and when needed, changes made</li> </ul>	

## PRIORITY: ACCESS TO CARE



ACCESS TO CARE	OBJECTIVE	GOAL	ACHIEVEMENTS
	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 to reduce unsuccessful re-referrals</li> <li>• 23% reduced time it takes for clients to be assessed in Access and System Navigation</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>• Continued with efforts to reduce the average days to initiate service by standardizing practices to expedite referrals in all programs</li> <li>• 78% of programs reduced wait time to service</li> </ul>	

**YOUR VOICE MATTERS!**