

Let's Make Healthy  
Change Happen.



## Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario

Radiant  
Care  
Pleasant  
Manor

**Supportive Housing**  
March 2019

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

[ontario.ca/excellentcare](http://ontario.ca/excellentcare)

## Overview of Our Organization's Quality Improvement Plan

### Overview

The objective we focus on in our QIP is aimed at improving client experience, particularly related to housekeeping services. We chose this objective to respond to feedback from supportive housing (SH) clients that identified it as an area of lower satisfaction on the 2018 Pleasant Manor Supportive Housing Client Satisfaction Survey.

Our QIP aligns with the quality objectives of our organization's strategic plan, and with our Multi-Sector Service Accountability Agreement (M-SAA). Further, our QIP aligns with provincial and regional strategies of client-centred care, as well as Seniors Strategy in the province. It is integrated with Health Quality Ontario's (HQO) and the Local Health Integration Network's (LHIN) health services plan that focuses on client experience.

### Describe your Organization's Greatest Quality Improvement Achievement from the Past Year

We successfully implemented our QIP this past year, surpassing our goal, and achieving a perfect score! We increased clients' satisfaction with participation in their plans of care from 81% to 100%, which was 15% higher than our target! The new terminology and communication methods we have implemented through this QIP will remain in place to continue to provide ongoing communication to existing clients, and all required information to new clients.

### Patient/Client/Resident Partnering & Relations

Upon receiving our Supportive Housing Client Satisfaction Survey results, staff identify an area for improvement and create an action plan. We then report back to the Tenant Council to let them know how we plan to improve in the identified area.

### Workplace Violence Prevention

A first step in identifying what action steps to develop to monitor, reduce, and prevent workplace violence, is to know what, if anything, is occurring. As such, our annual anonymous Employee Engagement Survey seeks to uncover whether or not discrimination and harassment exist within the home, and, if so, to what extent. Based on survey results, our organization is able to respond accordingly. In addition, all employees are required to read our Workplace Violence and Harassment Prevention Policy and Program annually to stay informed about our organization's commitment, responsibilities, and response to ensure a violence and harassment-free workplace.

### Contact Information

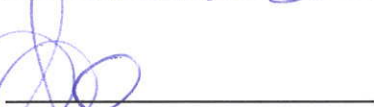
Tim Siemens, CEO, Radiant Care  
1 Tabor Drive, St. Catharines, ON L2N 1V9  
[tims@radiantcare.net](mailto:tims@radiantcare.net) or 905-934-3414 ext. 1052

### Sign-off

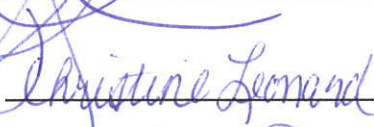
I have reviewed and approved our organization's Quality Improvement Plan



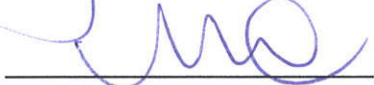
Glen Unruh, Board Chair



Tim Siemens, Chief Executive Officer & Quality Council Chair



Christine Leonard, Director & Supportive Housing Quality Committee Chair



Megan Challice, Supportive Housing Manager

# 2019 – 2020 Quality Improvement Plan – Supportive Housing

AIM		MEASURE				CHANGE				
Quality Dimension	Objective	Measure/ Indicator	Current Performance	Target Performance	Target Justification	Planned Improvement Initiatives (change ideas)	Methods	Process Measures	Target for Process Measures	Comments
<b>Client Centered</b>	Increase client satisfaction with housekeeping services by October 31, 2019	% of positive (very satisfied and satisfied) responses to the following question on the Supportive Housing Client Satisfaction Survey: "Please rate your satisfaction with the housekeeping services."	91% (43 of 47) positive responses	93% positive responses	To match best performance in other categories on Supportive Housing Client Satisfaction Survey	<p>Supportive Housing employees will complete housekeeping duties according to best practices</p> <p>Clearly communicate to clients which housekeeping services are provided as well as our best practices, as a way to set their expectations</p> <p>We will audit client satisfaction monthly to gauge progress in this area.</p>	<p>Supportive Housing Manager will collaborate with employees to develop best practices and train all Supportive Housing employees on them so they can provide consistent high quality housekeeping services</p> <p>Supportive Housing Manager or delegate will meet with each client who receives housekeeping services to review the expectations of the service.</p> <p>Beginning May 31, 2019, Supportive Housing Manager will do 3 random monthly audits to find out overall client satisfaction based on the expectations set out</p>	<p>% of Supportive Housing employees who are trained on housekeeping best practices</p> <p>% of clients met with</p> <p>% of positive responses</p>	<p>100% of Supportive Housing employees will be trained on housekeeping best practices by May 31, 2019</p> <p>New employees will be trained on housekeeping best practices upon hire</p> <p>100% of clients met with by August 31, 2019</p> <p>90% positive responses on June – August audits</p> <p>100% positive responses on September – October audits</p>	