

Let's Make Healthy
Change Happen.



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

Radiant
Care
Pleasant
Manor

Supportive Housing
March 2023

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

Overview of Our Organization's Quality Improvement Plan

Overview

The objective we focus on in our QIP is aimed at improving client experience, particularly enhancing social well being of supportive housing clients. We chose this objective in response to feedback from Supportive Housing clients that identified a number of social activities they would like to participate in on the 2022 Tabor Manor Supportive Housing Satisfaction Surveys.

Our QIP aligns with the quality objectives of our organization's strategic plan.

Reflections since your last QIP submission

Over the past year, we focused on keeping clients, staff, visitors, and family members as safe and supported as possible throughout the pandemic. As we begin to move out of pandemic response, we are focusing our quality improvement efforts on specific initiatives to improve client satisfaction in the area of personal connections and to combat the impact of social isolation.

Patient/client/resident engagement and partnering

Upon receiving our Supportive Housing Satisfaction Survey results, we reviewed feedback to establish an area for improvement. Staff created an action plan to provide social opportunities based on suggestions made.

Contact Information

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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



Megan Challice, Supportive Housing Manager

2023-2024 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
Client Centered	Provide enhanced social well-being opportunities to supportive housing clients through a schedule of visits and activities that bring people together, supporting a focus on community.	Number of supportive housing clients provided with extra social supports.	0 supportive housing clients currently identified as being in need	15 supportive housing clients to receive targeted interventions >25 supportive housing clients to participate in group social events		<p>Identification of Supportive Housing clients who are at risk of social isolation by developing a tool or referral process.</p> <p>Provide enhanced social care to identified tenants.</p>	<p>Supportive Housing Manager to work with team including frontline PSWs, Chaplain, front line Therapeutic Recreationists and Therapeutic Recreation Supervisor to create a method of identifying clients in need of extra social supports.</p> <p>Team above will identify clients in need. These clients will then receive targeted, focused care, to help meet their social needs.</p>	<p>Create team and meeting schedule.</p> <p>Clients will be scheduled to receive extra social supports through chaplaincy and Supportive Housing staff.</p>	<p>Process created to identify clients in need. Process shared with Supportive Housing staff and have clients referred.</p> <p>Identified clients will receive extra support. Support will be documented and reviewed for efficacy by team.</p>	<p>We chose this objective in response to the 2022 satisfaction survey which identified many opportunities for enhanced social connections.</p>

2023-2024 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
						Look for activities that will enhance the calendar of events and provide opportunities for clients to participate in their community.	Supportive Housing Manager will review ideas submitted through the satisfaction survey to identify events.	Social events provided to supportive housing clients.	Attendance and satisfaction with social events will be recorded.	