



Goal	Objectives	Timeline
Client Safety Plan Committee	Form a committee to build, monitor, and review this plan Include front line staff, managers, volunteers, and client/caregivers in committee Determine committee structure and accountability	Oct-Nov 2020
Falls and Injuries	Policy/procedure for how to handle a client fall Create a Standardized Operating Procedure (SOP) for what to do when a client falls Train staff and volunteers on the SOP Create a training plan and do yearly training updates	Oct-Dec 2020
Client and Caregiver Advisory Committee	Increase community knowledge of our safety and quality initiatives by assembling a committee of clients, families, and staff who will meet and discuss agency policies, procedures, and plans Discuss any issues and service improvement areas	Nov 2020-Mar 2021 and ongoing
Mental Health	Provide basic mental health training for all staff We can better support the client/caregiver if we are aware of cognitive abilities and limitations Best way to share access to medical records/diagnoses	Jan 2021-Dec 2021
Vehicle Safety	All Vehicle Safety measures will be tracked and recorded via a comprehensive method in AlayaCare	Jan-Oct 2021

Food Safety	Documentation Update standard operating practices and equipment usage guidelines Develop and document a better soup cooling process	Nov 2020-Mar 2021
	Communication Better communication to clients around food safety at home/ how to store meal and keep it safe until eating	Jan-Mar 2021 and ongoing yearly
Human Resources	Overarching staff wellness is always our goal in improving provider worklife Staff have identified a gap in client transitions with staff changeover Creating a training matrix for each position to ensure all tasks are handed off Ensure all tasks are assigned to another person in and gap/interim period Cross-training of staff with the benefit of professional development.	Jun 2021-Sept 2021
	Assign one person to oversee annual HR policy review Split policies into chunks/sections; ie HR policies; finance policies Highlight changes and gaps	Jun 2021-Jun 2022
	Initial training/onboarding Simplify policies staff must review at orientation Create an onboarding video/PowerPoint to guide new staff through the process Use existing orientation checklist as a starting point	Nov 2020-Dec 2021
	Help staff and volunteers prepare staff for unforeseen events Review various likely scenarios and what to do in each case Train to recognize distress in clients Improve incident training Add to HRdownloads as a specific training module; include choking and heart attacks	Sept 2021-Sept 2022
	Managers to follow up with individual staff who submitted an incident/event report after each event Improve, clarify, and train on reporting process Improve reporting of near misses Checking in with staff on comfort level with a potential future similar incident Reporting back to staff on client status, and if any process changes have occurred as a result of the incident Also letting staff know you have followed up and submitted your report.	Jan 2021-Sept 2021 and ongoing
Better Incident/Emergency Training		

Client Safety Plan Updates	Update staff on progress and what is still to do Make a living document Launch on Sharepoint internally Make public on website for clients and families. Share with volunteers	Sept 2021- Apr 2022, ongoing communication
	Make it a living doc that everyone knows and practices Update as new info comes available Built into the Safety and Quality Committee monthly meeting agenda	
Workplace Violence	Workplace violence assessment completed by end of 2020 Prepare staff for unforeseen events, built into the Safety and Quality Committee monthly meetings agenda Seek out training suitable for all staff	Nov 2020-ongoing
Brokered Workers	More brokered worker/client follow up Learn more about legal limits of brokered worker model Create a plan where every client gets contacted at least 3 times a year, and workers have scheduled check-ins	Nov 2020-ongoing
Money Management	Smooth client billing processes with new Netsuite software Improve PAP process and reduce overdue accounts Review all financial policies Have donor processes documented	May 2021-Sept 2021
IPAC and UP	Align IPAC plan with UP Check the new updated docs for accuracy and redundancy Roll out yearly training for staff and volunteers Remind people why this is so important	Jan 2021- ongoing yearly
Client Assessment	Review assessment tools by program Managers look at similar organizations and revisit best practices Revisit yearly	Jan 2021- Sept 2021 and ongoing
Documentation in Care Plans	Best practices - ongoing reviews/updates as info changes Evaluate care plan in Alayacare; how can we measure caregiver burnout?	March 2020- ongoing 3-year plan

Home Safety	Home safety is a concern for staff, clients, and caregivers The overall aim is to create a safe space for staff, clients and caregivers Training will be done from a holistic wellness perspective Review boundaries (emphasis on what is permissible, everything else is not) and what constitutes abuse Talk about liability to person and organization: Unsupervised services, developing personal relationships, increased risk of abuse Be on the lookout for signs of unprofessional conduct/relationship Code of conduct training?	Begin Jan 2021-ongoing 3-year plan
	Update client package re: home safety Home assessment update to reflect current practices Client code of conduct update	Nov 2020-Mar 2021
Policies and Procedures, SOPs	Ongoing education, not just orientation Ongoing education on common SOPs and how to document that education in staff/volunteer files	Jun 2021-ongoing 3-year plan
	One master training plan One repository for training materials and documentation Easy to document and gather	
	Best practice review Engage staff in yearly SOP updates Compare to industry standards Consider accreditation processes in SOPs	Jun 2021-Dec 2021 and yearly thereafter

CCC - Client-Centred Care

C/E- Communciation/Education

D/P - Documentation/Policy Review

The Canadian Quality and Patient Safety Framework for Health Services

5 goals

Aim: To focus action and resources that promote quality and safety while improving patient experience and outcomes.

Goal 1	People Centred Care	Engage, inform, respect, and support clients	Client co-design in planning, governance, and evaluation	
Goal 2	Safe Care	Develop a safety culture, train, monitor, review, and address all safety concerns/incidents	Maintain a psychologically and physically safe environment for staff and clients	Measure and report client harm events; Report, Disclose, Act, Support
Goal 3	Accessible Care	Accessible, equitable, timely care	Monitor wait times and populations	
Goal 4	Appropriate Care	Evidence based, people- centred care	Needs assessment, minimize care variations	
Goal 5	Integrated Care	Continuous, well-coordinated care with smooth transitions	Communication and accountability in transitions	Client and providers have access to integrated electronic health records

Institute for Healthcare Improvement Quadruple Aim Model

**Enhancing Patient
Experience**

**Improving Population
Health**

Reducing Costs

Improving Provider Worklife

Ontario Health Teams Building Blocks

1	Defined Patient Population	5	Digital Health
2	In Scope Services	6	Leadership, Accountability, and Governance
3	Patient Partnership and Community Engagement	7	Funding and Incentive Solutions
4	Patient Care and Experience	8	Performance Measurement, Quality Improvement and Continuous Learning