

2023-24

<b>Health Service Provider Name</b>	Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton
<b>Sector</b>	COMMUNITY SUPPORT SERVICES

Quarter Results

AIM: What are we trying to accomplish?		MEASURE: How do we know that a change is an improvement?					CHANGE: What changes can we make that will result in the improvements we seek?						
Quality dimension	Objective	Measure/Indicator	Population	Previous Fiscal Year Performance	Annual Target	Q1	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Goal for change ideas	Data Source/MRP	Comments
Which dimension does your quality initiative align with? (See definitions below)	What is the objective of the quality improvement initiative?	What is the indicator that will tell you whether an improvement is happening?	What population are you targeting for the quality improvement initiative?	What is the current performance in the time period specified?	What are you aiming for at the end of the fiscal year? What does the organization aspire to?	What is your current result ?	What is the rationale for selecting the target? How do you justify it? Provincial benchmark?, theoretical best?, Provincial Average?, Peer Leading Organization?	What initiatives will you put in place that will lead to the improvement being sought?	What step-by-step methods will you be using to track progress on the planned initiatives?	What measures will allow you to evaluate when an activity has been accomplished? Processes must be measurable as rates, percentages and/or numbers over specific timeframes	What is the numeric goal specifically related to the process measure? E.g. 100% compliance by Dec 31, 2015	Where is this information coming from?	
<b>SAFETY</b>	<b>Create safe environments for clients</b>	% of clients who report "The AS is a safe place to share my emotions."	All clients	82%	85%		Psychological safety is an important factor to developing strong relationships with clients.	Ensure that we are indeed practising senior and dementia friendly principles in all we do.	1. Complete the Senior Friendly self-assessment. 2. Develop Dementia Friendly Framework for our organization that ties all of our activities together in a more coherent way. 3. Continue to seek feedback from clients on how we can enhance our environment and interactions to deliver supportive care.	This question is asked in the annual client satisfaction survey distributed provincially.	85%	Provincial Client Satisfaction Survey	
<b>PATIENT CENTERED</b>	<b>Help people to live well with dementia</b>	% of care partners who report reduced stress as a result of the supports received	PLWD + CP	69%	73%		Connection to meaningful services and supports has been shown to reduce care partner stress.	More respite options for care partners	1. Ensure all in-home respite dollars are fully spent. 2. Continue to expand programs that engage PLWD.	This question is asked in the annual client satisfaction survey distributed provincially.	72%	Provincial Client Satisfaction Survey	
<b>EQUITABLE</b>	<b>Increased outreach to persons from diverse backgrounds</b>	Increase # of Indigenous persons served off reserve.	All clients	110	121		There is a significant Indigenous population in the communities we serve. We are continuing our focus on better outreach to this population.	Better outreach to Indigenous persons in our catchment region	1. Develop Health Equity Plan for the Organization 2. Collect demographic data from clients on a more consistent basis. 3. Be active participants in the HCoA Empowerment of persons living with dementia from diverse backgrounds in Hamilton and Haldimand where the goal is to have better outreach to Indigenous persons.	We hope to increase our numbers served by 10% or to 121.	121 Indigenous persons will be served.	Client database.	
		# of Engagement Sessions that lead to new partnerships with diverse groups.	General Public	New	25 sessions		We need to create opportunities to engage with new groups that have traditionally not accessed the AS services.	Better outreach to diverse communities in our catchment region.	1. Full-time diversity outreach coordinator in Halton will offer engagement sessions with multiple groups. 2. Participation in the HCoA's PHaC grant in Halton to develop empowerment groups , 3. Continue to expand outreach to diverse groups in Hamilton.	We hope to offer 25 sessions with new groups.	25 engagement sessions	Client database.	
<b>EFFICIENT</b>	<b>Primary care engagement</b>	Increase # of primary care referrals received by AS	All clients	1096	1200 referrals from primary care		Primary care is often the first point of referral, yet is not our major source of referrals.	More referrals are received from primary care.	1. Identification of physician champion to assist with campaign developed to share information on AS with primary care. 2. Mail out letters to all primary care providers, outlining why early diagnosis and referral to AS is important. 3. Launch CareDove which has ability to interface with OCEAN (primary care referral platform)	% of primary care providers who reported the referral process to AS was easy % of local primary care providers who receive letters about the AS programs and services	90% of primary care providers report making a referral to the AS is easy 60% of local primary care providers receive the letter	Intake tracking forms Manager of Clinical Programs and Services and Privacy	
<b>EFFECTIVE</b>	<b>Reduce pressures on broader healthcare system</b>	% of care partners who respond AS services helped them keep their family member at home longer	Care Partners	75%	78%		As part of our annual client satisfaction surveys, we have heard that we do not offer many services for persons living with dementia.	Have more programs for PLWD in education/social recreation and counselling services	1. Offer programming for PLWD with programs for CP at same site/time 2. Obtain feedback from participants at the end of each session 3. Redesign based on feedback	% increase over baseline from last fiscal % satisfaction with these program offerings	25% increase or 30 program offerings for PLWD by March 31, 2023 80% satisfaction rate of PLWD who participate in these programs	Provincial Client Satisfaction Survey	

SOURCE: Health Quality Ontario - Quality Matters: Realizing Excellent Care for All

<http://www.hqontario.ca/portals/0/Documents/pr/realizing-excellent-care-for-all-en.pdf>

Table 1: Defining elements of quality care		
Element	Patient meaning	Provider meaning
Safe	I will not be harmed by the health system.	The care my patient receives does not cause the patient to be harmed.
Effective	I receive the right treatment for my condition, and it contributes to improving my health.	The care I provide is based on best evidence and produces the desired outcome.
Patient centered	My goals and preferences are respected. My family and I are treated with respect and dignity.	Decisions about my patient's care reflect the goals and preferences of the patient and his or her family or caregivers.
Efficient	The care I receive from all practitioners is well coordinated and efforts are not duplicated.	I deliver care to my patients using available human, physical, and financial resources efficiently, with no waste to the system.
Timely	I know how long I have to wait to see a doctor or for tests or treatments I need and why. I am confident this wait time is safe and appropriate.	My patient can receive care within an acceptable time after the need is identified.
Equitable	No matter who I am or where I live, I can access services that benefit me. I am fairly treated by the health care system.	Every individual has access to the services they need, regardless of his or her location, age, gender, or socio- economic status.