



QUALITY IMPROVEMENT PLAN 2023-2024

LEGEND

On Track	Behind Schedule	At Risk	Deferred
Q1 Progress Report	Q2 Progress Report	Q3 Progress Report	Q4 Progress Report

THEMES	INDICATOR DESCRIPTION	TARGET JUSTIFICATION	SMART GOAL(S)	UNIT OF MEASUREMENT	BASELINE PERFORMANCE (March 31, 2023)	GOAL	Q1 Progress Report	Q2 Progress Report	Q3 Progress Report	Q4 Progress Report
1. Safe and Effective Care	Increase staff awareness of rehabilitation model(s) for moderate to severe ABI.	The Staff Survey of March 2023 indicated a 16% net disagree to the statement "HIRO provides the information and training I need to do my job well."	By December 31, 2023, an 'ABI rehabilitation restart' education series will be offered to existing staff to address learning gaps.	Percentage of net disagree answers on the Staff Survey in March 2024.	73% of staff net agree (16% net disagree) on Staff Survey March 2023	Education Series Offered to all existing staff.				
2. Client Experience	Increase meaningful and realistic rehabilitation goals for Residential Clients.	Staff feedback that goals are not always realistic or meaningful for clients.	By March 31, 2024, 100% of Residential clients will have completed goal re-assessment.	Percentage (Number of completed re-assessments / Total number of residential clients)	0% re-assessments completed	100%				
3. Client Experience	Increase meaningful and realistic rehabilitation goals for Community Clients.	<ul style="list-style-type: none"> Staff feedback that goals are not always realistic or meaningful for clients. Community clients will require more time to arrange assessment dates/times, resulting in a lower target. 	By March 31, 2024, at least 50% of Community Clients will have completed goal re-assessments.	Percentage (Number of completed re-assessments / Total number of community clients)	0% re-assessments completed	>50%				
4. Family Experience	Increase family / decision maker engagement participation rate in completion of "Family Satisfaction Survey"	An average online survey response rate is 44%*	HIRO will obtain a 44% or higher response rate on Family Satisfaction Surveys in Q2.	Percentage (Number of completed surveys / Total number of surveys sent)	35% F2022-2023	44%				
5. Timely and Efficient Care	Available public beds are occupied by the "right client, in the right place, at the right time"	Target established based on gradual admission framework (approximately 1 admission per month x 11 months).	By March 31, 2024, HIRO will have supported 11 appropriate admissions to residential services.	Number of occupied public beds	36 total	47				

*<https://www.sciencedirect.com/science/article/pii/S2451958822000409?via%3Dihub>

Themes

- Timely and efficient care**—A high-quality health system provides people with the care they need, when and where they need it.
- Patient/client/resident/provider experience**—Better experiences result in better outcomes. Tracking and understanding experience is an important element of quality.
- Safe and effective care**—A high-quality health system works to ensure that people have access to the best care for their condition and that their care is delivered in a way that is safe and effective.
- Equitable**—Advancing equity, inclusion, and diversity and addressing racism to achieve better outcomes for patients, families, and providers is the foundation of a quality health system.