



Quality Dashboard 2023-2024

LEGEND

Attestation of Compliance ✓

On Track Flagged At Risk Deferred

QUALITY ITEM	Legal / Regulatory Requirements	Operational Procedures	Corridors for Escalation to Board	Q1	Q2	Q3	Q4
<p>ETHICS</p> <p>HIRO actively utilizes an ethical framework applied in areas with higher risk for potential discrimination or harm.</p>	<ul style="list-style-type: none"> Practice standards and code of ethics for all regulated health care providers 	<ul style="list-style-type: none"> Suitability of Care and Transitions Discharges Admissions Quality Care Reviews Behavioural Support Plans Complaint Policies Other, as a support tool for staff (one per quarter / per house) 	<p>If results from a third-party ethical review require governance attention.</p> <p>If a complaint escalates about CEO conduct.</p>				
<p>Comments:</p>							
<p>HEALTH EQUITY</p> <p>HIRO actively works to reduce avoidable and unnecessary barriers for persons with ABI to access care.</p>	<ul style="list-style-type: none"> Ontario Health's Equity, Inclusion, Diversity and Anti-Racism Framework (2022) 	<ul style="list-style-type: none"> Admissions Waitlist Tool 	<p>Systemic issues related to health equity affecting admissions or waitlist processes.</p>				
<p>Comments:</p>							
<p>CLIENT HARM</p> <p>HIRO monitors physical, environmental, and psychological risks to reduce likelihood and/or severity of client harm.</p>	<ul style="list-style-type: none"> Home Care and Community Services Act (1994) 	<ul style="list-style-type: none"> Medication Administration Procedures Absent Without Notice Policy Health and Safety Act Client Abuse Policy Staff Orientation and Training 	<p>Probable Level 5 or higher on taxonomy.*</p>				
<p>Comments:</p>							



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<p>COMPLIANCE ORDERS HIRO maintains compliance with governing employment and housing laws, including staff Health & Safety laws.</p>	<ul style="list-style-type: none"> Occupational Health & Safety Act (1990) Ontario Fire Code (1997) Residential Tenancies Act (2006) and exemption 	<ul style="list-style-type: none"> Service Agreements (with funder / landlords) Service Agreements (with client) Relevant Health & Safety Policies French Language Compliance 	<p>If a compliance order was not met, or if a report is submitted to the Ministry of Labour.</p>				
Comments:							
<p>COMPLAINTS HIRO maintains a framework for clients, decision makers, and the public to issue complaints without unnecessary barriers.</p>	<ul style="list-style-type: none"> Connecting Care Act (2019); Excellent Care for All Act (2010); Home and Community Care Support Services' Patient Bill of Rights (HCCSS) 	<ul style="list-style-type: none"> Patient Bill of Rights (HCCSS) Complaint Policies 	<p>If any third party is involved in a complaint (e.g. HSARB)</p>				
Comments:							
<p>CONTROLLED ACT COMPLIANCE HIRO's Regulated staff and contractors maintain compliance with the Regulated Health Professionals Act (1991).</p>	<ul style="list-style-type: none"> Regulated Health Professionals Act (1991); Health Care Consent Act (1996); 	<ul style="list-style-type: none"> Insulin Administration Inserting a digit (e.g., suppositories) Psychotherapy including cognitive techniques to alter behaviour 	<p>If any regulated license(s) or privilege(s) are revoked.</p>				
Comments:							
<p>PRIVACY REPORTING HIRO maintains compliance with governing privacy laws.</p>	<ul style="list-style-type: none"> Health Care Consent Act (1996); Personal Health Information Protection Act (2004) 	<ul style="list-style-type: none"> Privacy Policies including PHIPA Admissions (SDM/POA Paperwork) 	<p>If we must report a privacy breach to the Privacy Commissioner of Ontario, or HIRO is subject to an IPCO investigation.</p>				
Comments:							