



Performance and Quality Improvement Plan (PQI)

April 1, 2023 – March 31, 2024

Performance and Quality Improvement 2022/2023 Year in Review

The PQI committee set the following goals for the 2022-2023 fiscal year:

1. Stronger implementation of PQI Report meetings to analyze data and generate reports

Review: *PQI meetings were very focused on data review and trend analysis over the last year. Notable deficiencies were able to be quickly recognized and rectified [example: low quarterly survey distribution in certain programs; implementation of a plan resulting in much higher distribution and feedback the following quarter]. Quarterly reports summarized key items of discussion as well as recommended action items regarding data collection.*

2. Continue supporting all Departments with their Logic Models and ensuring output and outcome data flows back to program staff

Review: *All programs have logic model data flowing back to staff through the PQI agenda item at team meetings. The PQI Chair did a presentation about Logic Models at an All Staff Meeting, to help all staff understand their role in outputs and outcomes for their programs.*

3. Strengthen quarterly Case Record review procedures

Review: *The PQI File review committee tried 2 different review forms over the last year. General consensus from the team was a preference to a narrative format rather than checklist format, where staff were able to highlight strengths and deficiencies against the mock file and offer suggestions and feedback when appropriate. Feedback and suggestions produced by the File Review committee are forwarded to the Program Managers.*

4. Review PQI findings and stakeholder feedback and monitor effectiveness of actions taken (PQI 5.04)

Review: *Stakeholder feedback was discussed by the PQI committee & management team and recommendations were brought forward to the Executive Director. The Executive Director reviewed the recommendations, and 4 questions were forwarded back to managers, to have further discussion at team meetings to generate more specific examples. Further staff comments have been forwarded to Management for next steps. This is awaiting reply.*

For the 2023-2024 fiscal year, the PQI team will focus on the following goals:

1. Continue to prepare the agency for the upcoming COA site visit
2. Following the 2023 site visit, review COA feedback and incorporate it into agency practice
3. Plan 2 PQI focused agency trainings for 2023/24 all staff trainings [one in 2023, one in 2024]
4. Review and update program feedback surveys by March 2024
5. Review the LCSS PQI Backgrounder document by March 2024

Performance and Quality Improvement Structure

The PQI Team operates with a revolving membership. Current members are:

- Senior Manager, Substance Use Services (chair)
- Manager, Child & Family Services
- Manager, Community Counselling & Family Success
- Manager, Employment Services
- Director, Family Connections & Parent Outreach
- Manager, Intensive Case Management Team
- Manager, Human Resources
- Director, Settlement & Integration Services
- Staff person, Family Connections
- Staff person, Intensive Case Management Team
- Staff person, Settlement Services
- Staff person, Employment Services
- Staff person, Substance Use Services
- Administrative Coordinator

File Review Committee

- Senior Manager, Substance Use Services (chair)
- Staff person, Child Care Resource & Referral
- Staff person, Employment Services
- Staff person, Family Connections
- Staff person, Family Success
- Staff person, Intensive Case Management Team
- Staff person, Settlement Services
- Staff person, Substance Use Services

It is the intent that managers, supervisors, and staff will rotate on and off the PQI and File Review Teams as appropriate.