



QUALITY FRAMEWORK

OUR VISION

A trusted leader transforming healthcare and cultivating a healthier community.

OUR MISSION

Establish an engaged and accountable culture focused on quality and safety to provide exceptional patient and family centered care.

Quality is achieved by providing the right care to the right patient by the right care provider at the right time. Patient safety is an integral aspect of quality.

Quality Improvement is an ongoing priority that helps us continually find new and better ways of doing things so that we can enhance care for patients, increase satisfaction and achieve better clinical outcomes.

The Quality Framework serves as the foundation for quality improvement throughout the organization.

The system includes:

- Selecting areas to monitor and improve, and setting priorities
- Developing an annual quality improvement work plan
- Involving appropriate stakeholders and assigning responsibility
- Having program quality councils monitor care and service
- Monitoring and evaluating progress in completing the work plan
- Communicating the results of activities and improvement initiatives to various stakeholders
- Creating an avenue for spread and sustainability

This corporate framework provides focus and strategic alliances for all departments and services supporting quality care.

The Quality Improvement Monitoring and Reporting Structure

The quality improvement monitoring and reporting structure is a series of linked committees that coordinate and provide a connecting link from the Quality Board right to the front line workers.

Through a series of reports and continuous monitoring of indicators, the structure maintains a cycle of quality improvement and ensures Accreditation Canada expectations of a quality system are met.

The Quality Improvement Committees are:

- The Board of Directors
- Quality Committee of the Board
- PAC (Professional Advisory Council): MQA (Medical Quality Assurance Committee)
- Internal Medicine Quality of Care Committee
- Mental Health Quality of Care Committee
- Family Medicine Quality of Care Committee
- External Review
- Executive Leadership Team
- Directors Council
- QIT (Quality Improvement Team)

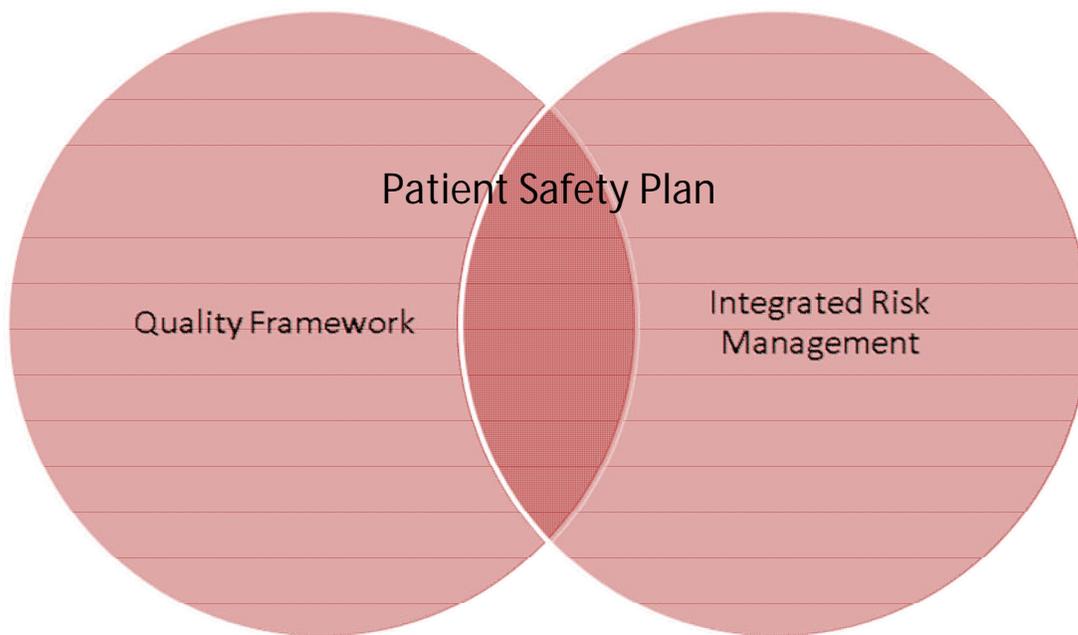
We will be developing a Patient Advisory Council to collaborate and partner with the organization to improve the health care experience for all patients and families. The unique experience and perspectives of patients and families provide the organization with guidance to move from patient-focused to patient-centred, meaning that the patient experience move from providing care *for* patients to providing care *with* patients. Currently 4 community members with prior experience as a patient and/or family member are developing the terms of reference, role definitions, interview questions and an application form for the council. At this time it has been defined that the members of the council work with the organization as outlined in the strategic plan.

We will also be forming councils at the program level which will have representation from the front line nursing staff as well as allied health and other members of our team. These committees will look at unit specific metrics and quality improvement initiatives will be reported to the QIT. The Program Quality Councils will represent our 5 Programs.

- Rehabilitation Program Quality Council
- SMH (Specialized Mental Health) Program Quality Council
- CCC (Complex Continuing Care) Program Quality Council
- OP (Outpatient Mental Health) Program Quality Council
- RCC (Regional Children's Center) Program Quality Council

INTEGRATED PATIENT SAFETY AND QUALITY FRAMEWORK

Our Patient Safety Plan links our Quality Framework with our Integrated Risk Management Program to form this integrated framework.



The quality improvement monitoring and reporting structure is a series of linked committees that coordinate and provide a connecting link from the Quality Committee of the Board, right to the front line workers. Through a series of reports and continuous monitoring of indicators, the structure maintains a cycle of quality improvement and ensures the use of evidence based research in all of its work.

Our Patient Safety Plan, our Strategic Indicators, and our Quality Framework will be reviewed on a regular basis to ensure continued alignment to our vision and mission and our commitment to continuous improvement.