

## Quality Improvement Report Card 2016-17


Every year, Community Living Kingston and District sets goals to try to make ourselves better. We collect all sorts of data to try to see how we are doing.

Every year, we put together an Quality Improvement Report with all sorts of information and statistics about how we did with our goals. However, this report can sometimes be very detailed and complicated. This report card is an attempt to let people who are important to us know how we did, but in an easier format.


### What Do the Grades Mean?



Thumbs up: We met our goal and have a pretty good handle on things.

















We did OK: We either met the goal, but didn't do as well as last year or we just missed the goal but feel like we're on the right track.



We're working on it!: We didn't meet the goal, and we have some work to do

### How Did We Do?

What We Wanted to Do	Our Grade	Comments
<b>Whole Agency:</b> We wanted to make sure that persons served are happy with our services.		We asked five satisfaction questions. We had an approval rating over 80% almost across the board.
<b>Whole Agency:</b> We wanted to see how happy new staff were with orientation practices.		We asked nineteen questions. On twelve of them, there was an 85% approval rating.
<b>Community Inclusion Programs:</b> We wanted to make sure that persons served have weekly volunteer work.		At Options and Co2, 73% of persons served have volunteer work. At Milestones, the figure is 51%.
<b>Residential Services:</b> We wanted to make sure that persons served have connections to people that aren't paid to support them.		Overall, 48% of persons served had three hours a month of unpaid supports. This doesn't include family members.
<b>Respite:</b> We wanted to make sure that the respite house was used 80% of the time.		The respite house was used on 69% of days in the past year.
<b>Child Care Resource Consultants:</b> We wanted to make sure that kids aren't prevented from accessing child centres because of lack of funding.		Only one child was unable to attend centres because of a lack of resources due to their enhanced needs.
<b>Family Support:</b> We wanted to make sure that families are coming to our drop ins.		An average of ten families a month came to the drop ins and information sessions.
<b>Family Home:</b> We wanted to make sure that family home arrangements stayed intact and were long-lasting.		85% of Family Home situations stayed intact through the year. This is really good, but a bit less than last year.
<b>Whole Agency:</b> We wanted to make sure that staff sick time was kept to a manageable range.		All of our divisions except for one had a sick rate of less than 4%. The one that didn't was at 4.2%.
<b>Residential Services:</b> We wanted to decrease medication errors.		We had about the same number of errors as last year.
<b>Whole Agency:</b> We wanted to make sure that persons served get service quickly after referral.		Some of our programs were able to make sure that persons served are in service within 60 days, but we still have some work to do.
<b>Whole Agency:</b> We wanted to limit the number of staff injuries.		We would like there to be no staff injuries, but we ended up having a few.
<b>Whole Agency:</b> We wanted to make sure that staff training in CPI and CPR/First Aid is kept up.		At the end of March, over 93% of staff were up to date in CPR and over 94% were in CPI.
<b>Whole Agency:</b> We wanted to make sure that staff got calls back from our Manager On-Call System as quickly as possible.		Only 69% of calls were responded to within six minutes.

### Where Can I Get More Information?

You can get more information in our Quality Improvement Report, which is on our website: [www.communitylivingkingston.org](http://www.communitylivingkingston.org). Or you can contact Jeff Harrison at [jeffrey.harrison@clkingston.ca](mailto:jeffrey.harrison@clkingston.ca)