

QUALITY IMPROVEMENT PLAN – Kerry’s Place Autism Services

Commitment to the quality and continuous improvement of our best practices and effectiveness of services and supports offered to our persons supported is a priority at Kerry’s Place. Our Quality Improvement Plan encompasses four key areas in order to address existing and new services and supports while promoting communication and analysis to meet our highest standard and application of service provision. The following plan operates on a three-year schedule and demonstrates an approach to continuous improvement in a planned and routine way as well as monitored tracking of our outcomes. The four key areas are:



Quality of Care

We commit to increase the impact of our integrated clinical service delivery by creating and modelling strong team connections across the organization through collaboration and engagement. We aim to achieve this by focusing on the following areas of improvement:

Behavior Intervention

Comprehensive model of care delivery to individuals and their support circles. Focused on high levels of engagement with our individuals and their support circles, comprehensive data and research, and solidifying our leadership governing and position within the autism sector.

Quality

Quality focused initiatives and programs that encompass and drive person-centered care using established quality indicators and principles. Primary focus on what individuals and their support circles truly value, in partnership with organizational priorities, to improve the overall client experience.

Health Intervention

Strengthened nurse practitioner role to deliver high-quality person-centered care throughout the individual’s lifespan. Clinical pathway management and establishing comprehensive circle of care communication.

People and Culture

We recognize that our staff are the foundation by which we carry out our supports and services. By committing to strengthening our existing systems by listening, investing and enhancing, we ensure our organizational capacity and further build effective and high-performing teams.

Recruitment + Talent Acquisition

Refine the talent acquisition strategy to ensure the recruitment process is streamlined, efficient and attracts compassionate and skilled new hires to the organization.

Retention + Engagement

Foster a culture, which recognizes, appreciates and celebrates individual contributions that are pivotal to the organization’s success.

Health, Safety + Wellbeing

Provide various programs, which promote and support a culture of workplace health, safety and overall wellbeing.

HR Excellence Strategy

Fully leverage the HR Information system to increase efficiencies in department, anticipate future organizational needs and ensure compliance and best practices are followed.



Access and Capacity

A focus on program accessibility and capacity creates a viable pathway to meet the needs of our new and existing clients and families. It is vital that as an organization, we are conscious of the changing needs of our population and adapt our services appropriately. This ongoing journey is informed by three dynamic elements:

Client Engagement

Strong and positive partnerships with clients and families is key in delivering comprehensive services. We continually seek input and feedback at all levels via communication tools that are suited to the population.

Systems Improvement

A continued focus and lens on efficient and streamlined systems will serve to improve our mechanisms by which we both communicate with our clients and families, and with each other as an organization.

Population Focus + Accessibility

Understanding the specific population composition and needs enables a strategic plan to anticipate for evolving needs of the population and the community as a whole.

Risk Management

Risk management plays an integral role in enabling Kerry’s Place to define how events that impact its strategic objectives will be identified, analyzed, and addressed in a timely manner. Strengthening our approach to risk management will increase our capacity to build a forum where potential risks and corresponding strategies are recorded and tracked.

To see how Kerry’s Place approaches and plans to address all levels of risk to the organization, please refer to Kerry’s Place Risk Management Plan.