

2025-2028 TVCC Quality Improvement Plan



Strategic Priorities	Strategic Objectives	Quality Dimensions	Quality Improvement Goal	Indicators/Benchmarks
Engaged Workforce & Positive Culture: Foster a culture that encourages continuous individual and organizational learning	Support career development and growth of all TVCC staff.	Effective	Co-design and implement an enhanced Performance Development Plan (PDP) process that supports meaningful goal-setting, feedback, and development opportunities for all staff.	Engage a cross-functional working group of staff to co-design the revised PDP process Launch the new PDP process organization-wide Monitor alignment of PDP goals with professional development activities Staff satisfaction with PDP process improvements via staff survey
	Advance leadership growth and development to engage and empower staff.	Effective	Co-design and implement a staff recognition framework that reflects diverse contributions and promotes a culture of appreciation across all roles and programs.	Engaging staff input to co-develop the recognition framework Track the number and diversity of recognition activities Staff satisfaction with staff appreciation and recognition initiatives via staff survey.
Advocacy and Collaboration: Build TVCC as a leader and advocate for the Children's Rehabilitation Sector.	Identify and intentionally build service delivery partnerships to better support clients	Client Centred	Establish and strengthen partnerships to improve access to relevant services and information for clients and families.	Identify and engage at least 5 new partners to learn, connect and/or collaborate
	Advocate for systems change within the Children's Rehabilitation sector.	Client Centred	Advocate for system-level funding increases to address wait times and service or resource gaps.	Share outcomes or responses from advocacy efforts.
Service Excellence: Provide timely, innovative and integrated care	Support cross-program staff collaboration to provide integrated services	Timely	Foster collaboration by increasing opportunities for staff to participate in cross program education to improve client access and integrated care.	Host (10) service presentations where staff learn about TVCC services Survey staff
	Support cross-program staff collaboration to provide integrated services	Client Centred	Improve client supports for transitions from preschool to school age services including information about wait times.	Increase information shared about school transition on TVCC website or via presentations Learn and apply quality improvement tools to improve transition to school # clients participating in Getting Ready for School group # of Parents Partnering with Educators presentations
	Develop sustainable growth strategies in underserved regions and populations	Equity	Improve service equity by identifying underserved populations and implementing targeted outreach or service adaptations.	Establish a definition of underserved regions and populations for TVCC. Determine and document the availability of data Develop a plan to monitor, track and address TVCC's underserved regions and populations.
	Reduce wait times	Timely	Improve access to care by reducing clients waiting by 10% in the programs with the top three longest wait times.	% clients waiting in the programs with the highest waiting list.
	Use new and emerging technologies and resources to better serve client needs	Timely	Improve access to information for clients and families by implementing and optimizing the family portal.	# clients and families with access to family portal
	Support continuous quality improvement and innovation.	Efficient	Adopt new and emerging technologies and resources to improve operational efficiency	Implement six tools within Microsoft 365 environment i.e. sharepoint, one drive, and microsoft forms.
	Support continuous quality improvement and innovation.	Efficient	Increase AI literacy and pilot at least two AI projects aimed at operational efficiency	# AI education sessions attended # pilot projects aimed at improving efficiency
Community Awareness: Celebrate our story in the communities we serve	Increase knowledge of TVCC's services within the medical community and other system partners	Equity	Enhance TVCC's visibility and understanding of its services among medical professionals and system partners through focused outreach, consistent communication, and collaborative engagement.	Establish and maintain regular contact with 3 key partners to share updates on TVCC services. Develop and distribute 2 resources/year that explain TVCC's services tailored to healthcare audiences. Participate in 2 relevant healthcare/system partner events annually to promote TVCC services. Gather data about referral sources to identify gaps, initiate communication and build relationships.
	Promote a robust understanding of TVCC's mission within our communities	Client Centred	Build community understanding of TVCC's mission by consistently sharing authentic client stories and accessible content that reflect the organization's values and impact in English and French.	Publish 4 client success stories/year across key platforms. Establish a baseline and increase in engagement on client story posts by 10% YoY. Support 2 community-facing events annually where TVCC's mission is shared. Create a content calendar and post 1 mission-driven post/ month on social media or newsletter.