

TVCC 2025 - 2028 Quality Improvement Plan 2025-2026 Progress Update

Quality Dimensions	Quality Improvement Goal	Target	Progress Notes: Apr 10, 2026	Progress			How does this align to our strategic plan?
				F25/26	F27/28	F28/29	
Client Centred	Establish and strengthen partnerships to improve access to relevant services and information for clients and families.	Identify and engage or strengthen relationships with 5 partners	A new Family Engagement Coordinator position has been created that will support our partnership engagement going forward. Active recruitment is currently underway with an expected start date of Spring/Summer 2026. New partnerships have been established via the Accessibility and Inclusion Advisor for the City of London, with TVCC Therapeutic Recreation staff providing training to City of London recreation staff for their adapted programing launching this spring. Paediatric Mental Health meetings are ongoing with the goal of establishing a pathway for LHSC/Vanier/TVCC clients with developmental disabilities.				Advocacy & Collaboration 
	Advocate for system-level funding increases to address wait times and service or resource gaps.	Share outcomes of advocacy efforts for TVCC, the Provincial Children's Rehabilitation Sector and for TVCC clients across our region.	The following updates have been shared with Board, Leadership, TVCC Staff and TVCC clients as appropriate: TVCC participated in a submission by Children's Treatment Centre institutions to the Ministry of Children, Community and Social Services (MCCSS) for global funding increases to meet inflationary cost increases. TVCC continues advocacy for replacement of its therapeutic pool through MCCSS Minor Capital Process. TVCC has been successful in securing F26/27 funding from CHF for non-Ministry funded programs including a new initiative to add a Family Engagement Coordinator to the Opportunities to Participate Program. In addition, TVCC has had very encouraging discussions with a potential donor to establish and fund 10 years of the TVCC Family Equipment Fund. The process will take many months to formalize. TVCC has expanded its partnership with the City of London to develop more inclusive City programing (e.g., camps, activities, etc.) to allow our clients to more easily participate in mainstream activities with their peers.				
	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 stories per year with a 10% increase on post engagement year over year.	With both our Marketing and Communication leads now in place, TVCC has made significant progress on our communications action plans: Collaboration with the TVCC Storytellers program is underway to review the consent and storytelling process so that client success stories can be routinely identified, selected and shared. Current state analysis is complete on engagement data of past client stories; we will be pivoting to use current year data to establish a baseline content engagement measure as previous posts were not created in a way that will allow us to measure their engagement. Two community facing events have been selected with TVCC's participation confirmed for 2026: Forest City Road Races and Radiothon.				Community Awareness 
	Improve client supports for transitions from preschool to school age services including information about wait times.	Increase attendance in Transition to School workshop series by 20%.	The team is in the planning stages and working towards June and Sept 2026 timelines. Clinical directors have met with the marketing and communications leads to share ideas and brainstorm about website revisions and social media strategies. Client supports for transitions from preschool to school age was discussed by the Clinical Leaders (coordinators, managers and directors) at their March meeting with ideas on communication strategies for families. The transition to school workshop series facilitated by the Parent Mentors includes: Time for School, Parents Partnering with Educators: Transition to Elementary School, Getting Ready for School: Parent Session, Getting Ready for School.				Service Excellence 
	Foster collaboration by increasing opportunities for staff to participate in cross program education to improve client access and integrated care.	Host 10 cross-program service presentations for TVCC staff.	Efforts are ongoing to increase the number of opportunities for staff to participate in cross program collaboration. Work is currently underway to revise the service presentation tracker for 2026 and collect final 2025 presentation counts. There are plans in place for Speech and Language Pathologists in Early Childhood Services and Autism and Behavioural Services to meet regarding Caregiver-Mediated Early Years and to discuss how to support clients better together.				

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Timely	Improve access to care by reducing clients waiting by 10% in the programs with the top three longest wait times.	10% reduction of waitlists in the three programs with the longest wait times.	Work is underway on all action items for this action plan. Due to competing year end priorities and finalized Ministry of Children, Community and Social Services (MCCSS) metrics, three action items are delayed, however, the remainder are on track or complete. School Therapy Services (STS): The Occupational Therapy student led assessment clinic is underway and the preliminary feedback has been positive; due to its success, TVCC will likely offer this clinic again. STS staff have been using the booking app via "book time with me" in their e-signatures, which allows schools looking to book time to see the staff's availability. Some barriers have been noted with inconsistent clinician schedules. The attendance at pre-planned Tier 1 sessions is going well and these sessions will continue. Number of visit targets and the ability to track these targets have been shared with STS clinicians and will be reviewed at the end of the school year. While there is currently variability within the results due to coding, those that are not meeting expectations have had conversations with their Clinical Coordinators to review improvement ideas. Variability of codes that staff are using is currently being reviewed for consistency. Early Childhood School Age/Adolescent Program (ECSAAP): Quality Improvement work is ongoing to identify program efficiencies and to review our service pathways to maximize clinician scheduling and parent participation/attendance in sessions. Cancellations and visit numbers have been assessed and work is underway to assess the impact of cancellations and those not able to attend a session on clinician time and ultimately the program waitlists for service. We are seeking further clarification on the metrics from MCCSS so that we can establish clear client visit counts and expectations for ECSAAP.				Service Excellence 
	Improve access to information for clients and families by implementing and optimizing the family portal.	TVCC clients and families have access to a family portal.	The pilot project with TVCC staff has successfully been completed. Multi-factor authentication is now in place with our client record software so we can move forward with a pilot program. Initial discussions were underway with ABS, however, due to circumstances unrelated to the software, this program will not be moving forward with the pilot. We are currently connecting with two programs to confirm pilot candidacy and timelines. The revised pilot goal is to be completed by August 2026 in time for the fall update to our online referral form.				
Efficient	Adopt new and emerging technologies and resources to improve operational efficiency	Implement 6 tools within Microsoft 365.	Implementation has begun for initial Microsoft 365 tools. Early adoption has focused on collaboration and document management tools. Additional training and change management supports may be required to address variation in staff readiness and familiarity with tools.				
	Increase AI literacy and pilot at least two AI projects aimed at operational efficiency	Pilot 2 AI projects.	A tracking tool has been created to support monitoring of AI education activities and pilot initiatives. The tracker was developed to consistently document AI related education sessions and pilot activities, support visibility of progress, and enable ongoing monitoring. This establishes a foundational process for tracking learning, testing, and implementation over time. Use of the tracker will be refined as activities progress and feedback is gathered.				
	Improve service equity by identifying underserved populations and implementing targeted outreach or service adaptations.	Identify underserved populations and develop an action plan.	Draft definitions of underserved regions and populations have been developed but require further validation with leadership, staff, and advisory groups before finalization. Initial work has focused on establishing a shared understanding of what "underserved" means in the context of children's rehabilitation, informed by equity principles and population level context. This phase of work prioritized clarity and alignment before implementation. Time was intentionally taken to ensure definitions reflect multiple dimensions of access (e.g., geography, system navigation, socioeconomic and accessibility factors) and are appropriate for use with population level and organizational data.				Service Excellence 

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Equity	Enhance TVCC's visibility and understanding of its services among medical professionals and system partners through focused outreach, consistent communication, and collaborative engagement.	Promote TVCC's services at 2 sector/partner events annually and distribute 2 resources annually that explain our services.	In collaboration with the program director's, work is underway to identify one high impact partner for each major program at TVCC. Work has been completed to develop and distribute resources that explain TVCC's services for the Infant Hearing Program. The communications and marketing team designed the artwork and developed resources, including French translation, to drive community awareness for the Infant Hearing Program. This included bookmarks, service update posters and a research poster. Communications and marketing supported the Stratford opening event with social media posts & meta ad, community posters to successfully enhance the visibility of this event. Work is underway to finalize the selection criteria to choose two relevant community or partner events where TVCC will promote our services.				Community Awareness 
	Co-design and implement a staff recognition framework that reflects diverse contributions and promotes a culture of appreciation across all roles and programs.	Implement a staff recognition framework.	A staff survey of current recognition and appreciation activities has been completed and findings have been shared with the Staff Advisory Committee and Leadership team. TVCC is in the process of developing a comprehensive all staff recognition calendar of activities in collaboration with the Wellness Committee, EDI Community and Communication & Marketing team.				
Effective	Co-design and implement an enhanced Performance Development Plan (PDP) process that supports meaningful goal-setting, feedback, and development opportunities for all staff.	Implement an enhanced Performance Development Plan (PDP) process.	Work is underway by the working group (Staff Advisory) regarding changes to the PDP policy & procedure. The development of tools/process is in progress.				Engaged Workforce & Positive Culture 

TVCC 2025 - 2030 Strategic Priorities and Goals:



Service Excellence: Provide timely, innovative and integrated care



Advocacy and Collaboration: Grow TVCC as a leader and advocate for the Children's Rehabilitation Sector



Engaged Workforce & Positive Culture: Foster a culture that encourages continuous individual and organizational learning



Community Awareness: Celebrate our story in the communities we serve

Enabling a promising future

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