






## 2022-2023 TVCC Quality Improvement Plan: Final Report



Strategic Priorities	Strategic Objectives	Quality Improvement Goals	Indicators/Benchmarks	Q2 Progress (April - Sept)	YE Results (April - March)	Goal Completion
<b>Meaningful Engagement:</b> Create purposeful partnerships	Actively listen to clients and families and partners	Increase input and feedback from clients, families and community partners to plan and improve TVCC services	100 responses from clients and families to provide feedback about our services through the "Tell us how we are doing" online survey	9 responses have been received to date after adding a QR code for online survey to client waiting areas and high traffic areas. Further modifications to posters and use of social media is planned to encourage additional submissions.	33 responses were received from TVCC's "Tell us how we are doing" online survey. Results from the survey indicated that 78% of respondents were satisfied with TVCC services. Results also indicated that 83% of clients and families feel that TVCC helps their child/youth achieve their goals.	Partially Achieved
			25 responses of parents/caregivers for program evaluation for Caregiver-Mediated Early Years (C-MEY) Services in Autism and Behavioural Services( ABS)	26 responses were received. The evaluations are collected as parents/caregivers advance through the program.	Caregiver-Mediated Early Years (C-MEY) received 53 responses from program evaluation questionnaire.	Achieved
			50 responses from parents/caregivers for program evaluation for Entry to School (ETS) in Autism and Behavioural Services (ABS)	42 responses were received following the first round of Entry to School (ETS) services provided.	Entry to School received 45 responses from program evaluation questionnaire. 90% response rate was achieved.	Achieved
			50 responses from parents/caregivers for marketing survey completed by RedRhino for the development of autism fee for service offerings.	51 responses from parents/caregivers were received. In addition 11 responses from community partners were also received. This included: 7 children services organizations, 3 school boards and 1 physician	No further action required as goal was achieved.	Achieved
			100 responses from parents/caregivers for group and presentation feedback	106 responses from parent caregivers attending groups or presentations	Foundational Family Services received 141 responses of feedback from presentations	Achieved
			10 parents/clients will participate in TVCC committees and working groups	17 parent/client are represented on TVCC committees and working groups including: Accessibility, Ethics, Diversity, Equity and Inclusion, Horizons Advisory, Trailblazers and Client Advisory Council (exclusive of the Board and Board related committees)	No further action required as goal was achieved.	Achieved
			100 responses from School Therapy Services community partners	Limited number of responses have been received to date. Going forward, survey links will be provided at events and when presenting at community partner events, we will ask for feedback as part of the agreement to present. Added in a feedback sheet to all end of year mail-outs to partners, no input received back.	We continue to provide presentations on request from school boards and ask for input and feedback following. Formal feedback results was limited. We are anticipating an increase in presentations related to universal ways of supporting students with special needs in the classroom and will have more opportunity to seek feedback.	Partially Achieved
		Increase information shared with clients, families and partners about TVCC services and/or changes in services	Host (1) virtual town hall meeting for clients and community partners to share information on changes at TVCC. Share recording in Family Link.	Shared information using video developed to highlighting various TVCC services (Parent Mentors, Splinting etc) The video are on TVCC's youtube channel ( <a href="https://www.youtube.com/user/TVChildrensCentre">https://www.youtube.com/user/TVChildrensCentre</a> ) and have been shared via with clients and families via social media and with community partners via TVCC Board of Directors, and TVCC Board sub-committees and Children's Health Foundation.	Hosted Rotary Club of London for a tour in January 2023. Hosted a Ministry tour in November 2022. Hosted a tour of the Ingersoll Kiwanis Club March 2023. Communication with community partners in March 2023 identifying staffing challenges impacting some waiting list.	Achieved
			Host (2) client/family drop in sessions to ask questions and/or learn about services. Offer interpretation services to provide in language needed.	1) TVCC is launching a new service called SmartStart Hubs that will include helping families understand the services available at TVCC and in our community. 2) 216 "Talk with Me" sessions were provided by Autism and Behavioural staff where individuals often wanted to learn about TVCC services and or other services in the community. NOTE: As with all of TVCC services, interpretation services are available as needed.	1) SmartStart Hub officially launched January 16, 2023. 161 SmartStart Hub assessments have been completed to help clients understand services available at TVCC and in our community. 2) 729 "Talk with Me" sessions were provided by Autism and Behavioural staff with TVCC client and 46 Talk with Me sessions with not TVCC clients. In these sessions, information is often shared about TVCC and community services available. Of all the Talk with Me sessions, 62 sessions were also provided in collaboration with interpretation services. 3) 10 unique drop in sessions were provided for families in 4 of the regional sites by Foundational Family Services in the Autism and Behavioural Services. These drop in session were aimed to visit TVCC and learn about the services we provide.	Achieved
			Share Quality Improvement Plan on website	The Quality Improvement Plan has been posted on TVCC's website	Updates to the QIP were posted to the website.	Achieved
			Develop partnership agreements with community agencies to implement new SmartStart Hub (SSH) Services at TVCC	Partnership agreements are being developed for all SmartStart Hub providers. Expectation of final product to be a template for use with partners in Fall 2022.	Partnership agreements have been developed and signed by community partners involved in SmartStart Hub services.	Achieved
			Post an organizational chart with contact information on TVCC website	TVCC's organizational chart with contact information has been posted on TVCC website.	No further action required as goal was met.	Achieved

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<b>Service Excellence:</b> Create a responsive and integrated service delivery system	Integrate and align services across TVCC programs to be responsive to client and family needs	Foster collaboration by increasing opportunities for staff to participate in cross program education	Host (3) staff lunch and learn sessions about TVCC services	Shared video developed to highlighting various TVCC services (Parent Mentors, Splinting etc) with TVCC staff. Autism and Behavioural Services (ABS) attended multiple joint team meetings with clinical programs at TVCC to share information about new Autism related services offered. ABS offered 4 formal presentations (open registration) providing an overview on Autism Services for Professionals where TVCC staff attended.	6 presentations for professionals on the Autism and Behavioural Services program were provided. 3 presentations were provided by Autism and Behavioural Services to other programs to share details and service implementation changes. 5 presentations on SmartStart Hub Service were provided to clinical services/programs	Achieved	
			Conduct (3) staff integration days/workshops/training sessions to address cross departmental learning and knowledge sharing	2 staff in ECSAAP are receiving Social ABCs training in collaboration with Autism and Behavioural Services.  Cultural humility education is being provided to staff across the organization to support TVCC clients and shape best practices for inclusion.	A presentation on Settlement Services by South London Neighbourhood Resource Centre was provided with representation from a variety of programs.  Social ABCs training completed with Autism and Behavioural Staff in collaboration with 2 Early Childhood Services SLP.  Feeding and swallowing training "Your Feeding Toolkit: Treating the Whole Child & the Whole Family" was provided across TVCC programs.  The following were asynchronous learning opportunities where the training shared across programs:  Cultural Humility education was provided for both TVCC staff for and SmartStart Hub community partners.  San'as Indigenous Cultural Safety training continues for staff from a variety of programs.	Achieved	
		Develop new programs with cross program input to foster collaborative practice	# of new programs/working groups developed or re-developed	4 new redevelopments/developments including: (April-Sept) 1. 6 multi-disciplinary staff from 3 service areas worked to re-developed our youth program called Horizons. 2. A new Surgical Pathways working group was created with cross representation from Clinic, School Therapy Services, Acute Paediatric Rehab Services, Seating and Mobility Services (including workshop staff) to plan and identify processes that will support children and youth pre, peri and post surgery. 3. Developed Entry to School (ETS) services in collaboration with Early Childhood School Age and Adolescent Program (ECSAAP) staff 4. Developed and Redeveloped Collaborative Presentations a) Re-developed Toileting Troubleshooting with autism and Behavioural Services (ABS) and staff from the Continence Clinic b) Re-developed Paperwork Parties with ABS and Horizons Youth Group. c) Developed new Collaborative Presentation called "Safety Kit" with ABS and Parent Mentors.	4 new redevelopments/developments including: (Sept-March). Overall total is 5 5. NEW Wellness Project launched in September 2023 and offered 18 new groups (e.g., Coffee and Conversations, Lego Club, and Arts & Crafts), and 9 of these groups were in collaboration with other programs  Other collaborative initiatives to note: A. Reviewed and improved collaborative practices between the programs: Augmentative Communication Service (ACS) and the Entry to School program in Autism and Behavioural Services (ABS). Worked together to discuss and plan for augmentative communication goals for the ABS clients. ACS staff provided service in the Entry to School Classroom. B. Developed bullying handout with supports from Parent Mentors, Trailblazers, Horizons and Foundational Family Services. C. Developed new Learn & Play group with staff from both Early Childhood School Age and Adolescent Program (ECSAAP) staff and Autism and Behavioural Services (ABS) along with community partners.	Achieved	
			% of new programs developed or re-developed with staff input from our clinical program areas (Autism and Behavioural Services (ABS), Clinical and Technical Speciality Services (CATSS) and Early Childhood and School Age and Adolescent Program (ECSAAP)	100% of new programs or re-developments has been completed with input from multiple program areas.	100% of new programs or re-developments has been completed with input from multiple program areas.	Achieved	
		Expand services aimed to connect and align new clients and families with services needed	# of clients served in SmartStart Hubs	The soft launch of SmartStart Hubs is set for Q3 therefore there are no clients served to date.	161 clients served since the launch of SmartStart Hubs. This includes 34 clients served with SmartStart Partner Home Visiting Program for Infants.	Achieved	
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<b>Impact through Innovation:</b> Embrace innovation to meet the challenges of changing needs and circumstances	Leverage technology and tools to maximize impact	Develop an Information Technology (IT) Road Map to identify, prioritize and plan implementation of new technology with feedback from staff	# of staff who provided feedback on IT Road Map	27 staff members participated in interviews to provide feedback and offer feedback on the IT Roadmap. Interviews were completed June 15-17th.	Full IT Road Map has been completed. The work ahead includes four phases. Phase 1 is complete, which included rolling out Microsoft 365 (Office Suite - Word, Excel, PowerPoint, OneNote), Outlook, and Teams	Achieved	✔	
			IT Road Map completed and shared with TVCC staff	Phase 1 of the Road Map has been shared with leadership and staff.	No further action required as goal was achieved.	Achieved	✔	
			Training and support needs for existing program specific software and apps are identified	IT Team continue to identify existing programs and build training curriculum.	Information Technology Team met with all TVCC programs to discover software and solution being used across the organization. The purpose of the meetings was to explore how solutions are being used and next steps to support and administer these solutions. List includes: Use of iPads/software, Payroll and Accounting, Sync.com (document sharing with clients), Boardmaker (educational), Assesst Management, Clinical-specific software programs, and Data Analytics	Achieved	✔	
			A procedure for the selection and implementation of new program specific software and apps is completed	A joint folder for Information Technology and Quality Management has been created to save requests for new programs and apps. A draft document has been initiated.	New document is in use for vetting software and apps to be used at TVCC. Process includes assessing privacy and security of all applications. Privacy and IT leaders meet regularly to assess and approve use of software and solutions.	Achieved	✔	
<b>Strong Foundation:</b> Create a strong foundation for the future	Cultivate an environment of empowerment that inspires trust, openness and inclusion	Leadership will respond to feedback received from front line staff and share decision making principles	# of questions received/answered to CEO updates	48 Total Responses: 17 responses related to extra summer closure days 16 responses related to recruitment/retention 5 responses related to April CEO newsletter	178 Total Responses Responses mostly related to CEO Newsletters.	Achieved	✔	
			# of leadership responses to issues raised at Lead Instructor Therapists leadership council	1 issue raised and 1 response provided related to related to offering part time positions.	Continuation of quarterly meetings with the IT council where ideas and concerns continue to be collaborated on. ABS leadership worked with HR to offer 5 part-time positions, one Instructor therapist is testing out a part -time work contract.	Achieved	✔	
			# of leadership questions received/answered from new staff feedback form	None to date. We continue to respond to staff feedback as it is received but have not yet implemented a formal staff feedback form.	Leadership continues to respond to feedback as it is received and there is also Town Hall Staff meetings where staff can ask questions. In the future, we would like to explore new methods to provide feedback (i.e Teams)	Partially Achieved	✔	
			Increase feedback on job performance and recognize staff achievement	Development of staff recognition program	In response to ongoing recruitment and retention efforts, staff recognition has been applied broadly, rather than individually, based on staff feedback of 50+ suggestions. All suggestions were carefully considered within the context of Bill 124, Broder Public Sector (BPS), and reasonably equitable application to all staff. Several initiatives are now underway, primarily focused on staff wellness.	TVCC recognized staff and feedback using a variety of methods including: non union job evaluation and compensation review, annual review of benefits plan, two extra summer closure days, implementation of wellness spending account for 2021-2022, expanded definition of Care and Wellness Days, Winter wellness event with lunch and a gift	Partially Achieved	✔
			A program for individual staff recognition for job performance and achievement is still under review, with the intent to have it work in cooperation with a revised Performance Development Process. This has been delayed while we first focus on job evaluation and an all staff survey. It was felt these and other objectives needed to be met first, to lay the foundation for a successful staff recognition program.	Completed Employee Engagement Survey which will provide more information contributing to staff recognition program	Partially Achieved	✔		
			# of staff recognized	66 staff recognized for their years of service at the Staff Recognition event held in June 2022	Recognized all staff at December Winter Wellness Event staff with lunch and staff gift. Board of Directors recognized all staff with 2 extra summer closure days.	Achieved	✔	
			# of compliments received from leadership or supervisors through staff recognition system	A formal process to track compliments from leadership/supervisors to recognize staff has not yet been established. We continue to use informal means to gather feedback.	We received staff compliments via TVCC's online "How are we doing" survey. This information is passed along to the leadership teams.	Partially Achieved	✔	
			# of compliments received from clients and families on website	14 compliments were received by clinicians or leaders at TVCC	Total year 42 compliments received by the CEO for the year	Achieved	✔	