

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



Strategic Priorities	Strategic Objectives	Quality Improvement Goals	Indicators/Benchmarks	Q2 Progress (April - Sept)	YE Results (April - March)
<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 are we 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.	
			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.	
			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.	
			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	
			100 responses from parents/caregivers for group and presentation feedback	106 responses from parent caregivers attending groups or presentations	
			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)	
			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.	
					Increase information shared with clients, families and partners about TVCC services and/or changes in services
			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 were 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.	
			Share Quality Improvement Plan on website	The Quality Improvement Plan has been posted on TVCC's website	
			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.	
			Post an organizational chart with contact information on TVCC website	TVCC's organizational chart with contact information has been posted on TVCC website.	

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Service Excellence: 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.	
			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.	
		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: 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	
			% 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.	
		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.	
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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.		
			IT Road Map completed and shared with TVCC staff	Phase 1 of the Road Map has been shared with leadership and staff.		
			Training and support needs for existing program specific software and apps are identified	IT Team continue to identify existing programs and build training curriculum.		
			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.		
<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		
			# 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.		
			# 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.		
			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.	
					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.	
				# of staff recognized	66 staff recognized for their years of service at the Staff Recognition event held in June 2022	
				# 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.	
	# of compliments received from clients and families on website	14 compliments were received by clinicians or leaders at TVCC				