

2022-2023 TVCC Quality Improvement Plan



Strategic Priorities	Strategic Objectives	Quality Improvement Goals	Indicators/Benchmarks	Q2 Progress (April - Sept)	YE Results (April - March)	
Meaningful Engagement: 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			
			25 responses of parents/caregivers for program evaluation for Caregiver-Mediated Early Years Services in Autism and Behavioural Services			
			50 responses from parents/caregivers for program evaluation for Entry to School in Autism and Behavioural Services			
			50 responses from parents/caregivers for marketing survey completed by RedRhino for the development of autism fee for services			
			100 responses from parents/caregivers for group and presentation feedback			
			10 parents/clients will participate in TVCC committees and working groups			
			100 responses from School Therapy Services community partners			
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 (1) virtual town hall meeting for clients and community partners to share information on changes at TVCC. Share recording in Family Link.			
			Host (2) client/family drop in sessions to ask questions and/or learn about services. Offer interpretation services to provide in language needed.			
			Share Quality Improvement Plan on website			
			Develop partnership agreements with community agencies to implement new SmartStart Hub Services at TVCC			
			Post an organizational chart with contact information on TVCC website			
		Expand services aimed to connect and align new clients and families with services needed	Host (3) staff lunch and learn sessions about TVCC services			
			Conduct (3) staff integration days/workshops/training sessions to address cross departmental learning and knowledge sharing			
			Develop new programs with cross program input to foster collaborative practice	# of new programs developed or re-developed		
				% of new programs developed or re-developed with staff input from our clinical program areas (Autism and Behavioural Services, Clinical and Technical Speciality BS, CaTSS and ECSAAP)		
				# of clients served in SmartStart Hubs		

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Impact through Innovation: 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		
			IT Road Map completed and shared with TVCC staff		
			Training and support needs for existing program specific software and apps are identified		
			A procedure for the selection and implementation of new program specific software and apps is completed		
Strong Foundation: 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		
			# of leadership responses to issues raised at Lead IT leadership council		
			# of leadership questions received/answered from new staff feedback form		
		Increase feedback on job performance and recognize staff achievement	Development of staff recognition program		
			# of staff recognized		
			# of compliments received from leadership or supervisors through staff recognition system		
	# of compliments received from clients and families on website				