# Skylark Children, Youth & Families

| POLICY SECTION | POLICY NAME | POLICY # |
|---|---|---|
| Organization | Quality Assurance | ORG 204 |
| **SUBSECTION** | **RESPONSIBILITY** | **APPROVED BY** |
| General Policies | Senior Director of Corporate Services | Chair of the Board<br>June 2018 |
| **EFFECTIVE/REVISED DATE** | **LAST DATE REVIEWED** | **NEXT REVIEW DATE** |
| June 2018 | June 2018 | June 2022 |

## POLICY:

Skylark recognizes the need to maintain high quality standards of service delivery in all aspects of the agency's operation.  Quality assurance and quality improvement of our services are guided by the following elements:

- The Board of Directors' procedures ensure that the Agency complies with its own policies, procedures and relevant laws and regulations; it sets overall expectations for the quality of services and safety of the organization's clients, personnel and operations; it ensures a process that monitors and improves the quality of services and operations throughout the Agency, including analysis of trends, issues and risk management; and ensures that action is taken when problems are identified;

- An information management system that collects demographic, service activity, clinical and outcome data at the client level;

- Client input regarding service needs and expectations are integrated into service planning, delivery, and evaluation;

- Staff understand the agency's philosophy, service models, interdisciplinary team approaches, and use the resources and supports that are available to them; they are actively involved in service planning, service delivery and evaluation, and know and adhere to the related policies and procedures;

- Regular clinical supervision assesses the adequacy and effectiveness of services to individual clients [individual client needs, anticipated treatment goals, and actual outcomes which are reflected in individualized action plans, discharge reports or termination plans];

- Data is regularly reviewed by all programs and at various levels and results are used to improve services, structures, and processes.

## PROCEDURES:

Quality Assurance and service evaluation results are aimed at ensuring Continuous Quality Improvement across the organization.

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**Quality Assurance and Quality Improvement**

Quality improvement, while everyone's concern, will be monitored by the Manager of Evaluation, Quality Improvement and Research (EQIR). The CEO, with the support of the Continuous Quality Assurance (CQA) Committee, is ultimately responsible for Quality Assurance within the Agency and reports to the Board of Directors on these matters.

**Evaluation, Quality Improvement, and Research (EQIR) Team**

All service programs across the agency gather data related to service, outcomes, and satisfaction and may include the following:

- How many clients have been served through Skylark's services;
- What activities or services did clients receive;
- Client profile information e.g. age, gender, presenting issues, etc.;
- Outcome and satisfaction data, as available.

The Evaluation, Quality Improvement, and Research (EQIR) team collate and analyze the data and communicate  results to management for further action as appropriate including reporting to funders, ensuring service targets are being met, ensuring service is provided effectively and efficiently, etc.

The EQIR team develops an annual Quality Assurance and Improvement plan that is approved by senior management. This plan outlines the organization's ongoing quality improvement processes and includes:

- Responsibility for leading quality improvement initiatives;
- Each quality improvement initiative and its goals, targets for improvement, timelines and how results will be measured;
- How progress is measured, analyzed and reported.

**Continuous Quality Assurance (CQA) Committee**

This committee is comprised of staff, including management, representing programs across the agency and is chaired by a relevant Director. This committee has responsibility for:

- Oversight of the measurement activities that the agency engages in and what data is collected;
- Oversight that the quality improvement plan that is developed by the Evaluation, Quality Improvement, and Research (EQIR) team and approved and led by management is followed and that results are communicated to staff, board, and other stakeholders;
- Identification of gaps in the quality improvement process;
- Making recommendations to Senior Management and others, as appropriate, regarding strategies/activities to address identified gaps.

The agency engages in other various quality assurance processes that may include:

- Client satisfaction surveys;

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- Outcome measurements;
- Community feedback and referral source satisfaction surveys;
- Clinical record audits;
- Serious Occurrence Report annual summary and analysis;
- Client complaints annual summary and analysis;
- Staff feedback surveys;
- Program evaluations.

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