**Overview of FIREFLY’s Quality Improvement Plan**

***Our Mission Statement***

*We work together to provide hope and support and to strengthen individuals and families throughout the FIREFLY region.*

***Our Vision Statement***

*Healthy People. Resilient Families. Vibrant Communities.*

***Our Values***

*Client Focused, Integrity, Excellence, Accountability, Progression, Innovation, Collaboration, Respect for Diversity*

FIREFLY’s quality plan starts with our mission, our vision and our values. The Agency’s Quality Improvement Plan is a key foundational element that provides a basis for planning and decision-making with a focus on improving the overall client experience, safety and agency operational systems.

FIREFLY is fully committed to continuous quality improvement. Clients accessing our services will receive safe, timely, quality service. We are dedicated to a client-centred approach using best practices and evidenced-based outcome measures. We will ensure that clients have the information necessary to understand and manage their own care when they are no longer receiving service.

FIREFLY measures quality through on-going quality improvement initiatives and we will continue to build on previous achievements. We will regularly monitor key activities and initiatives. Specific performance indicators will assist us in evaluating progress towards our strategic and operational priorities.

Improvement goals for 2013/2014 have been aligned with our organizational strategic objectives as outlined in FIREFLY’s strategic plan and our Mission, Vision and Values.

FIREFLY has developed an Excellent Service Experience Strategy:

* Whenever possible, services will be flexible to best client needs.
* We will take the time to answer questions and explain anything that the client does not understand. We will avoid using jargon.
* Our client’s views will be actively sought and will be central throughout the service experience.
* Service will be individualized to best meet our client’s needs.
* Clients will wait no longer than absolutely necessary from the time of first contact to the intake appointment with a Case Manager.
* Clients will wait no longer than absolutely necessary from the time of referral to the time of case assignment.
* Services will be provided as close to home as possible.
* Clients will be treated with dignity and respect.
* Service will be confidential.
* Cultural needs, diverse traditions, heritages and experiences will be respected.

**Overview of Our Quality Improvement Plan for 2013 - 2014**

FIREFLY will:

**Safety:**

* Improve Hand Hygiene
* Implement a Falls Prevention strategy
* Implement changes to improve infection prevention control

**Client Experience:**

* Change from an “end of service” survey to a “real time” survey to increase client response rate and provide program specific, timely results.
* Revise the Service Experience Survey to ask more specifically about the client’s experience in terms of being involved in decision-making and being encouraged to ask questions. Surveys will highlight both positive comments as well as areas for improvement.
* Use the feed-back from Service Experience Surveys to continuously improve satisfaction.

**Access:**

* Continue to reduce wait-time for service.
* Implement initiatives aimed at reducing wait times.
* Timely triage to address the needs of clients who have a significant risk issue.
* Managers will have access to current wait time data through our Client Information Management System (CIMS)

**Financial:**

* Maintain a positive margin.
* Enhance financial forecasting capabilities.
* Develop new revenue streams through fundraising campaigns and grant proposal writing.

**Worklife:**

* Continue to focus on wellness.
* Take action to recruit qualified staff, retain staff and reduce turnover.
* Use the results of the Worklife Pulse survey to continuously improve employee work-life satisfaction.

**Efficiencies:**

* Incorporate “Lean Thinking” concepts to improve processes across all programs, services and administrative functions.

**Integration and Collaboration:**

* Lead, partner and bring together our service partners in order to engage and support integrated service planning in the communities we serve.
* Promote cross-region sharing of professional expertise.

**What will FIREFLY be focusing on and how these objectives will be achieved:**

The 2013/2014 Quality Improvement Plan is aligned with FIREFLY’s Strategic Plan, the organization’s Mission, Vision and Values and our Excellent Service Experience Strategy. Our plan was also developed keeping in mind quality dimensions, accreditation, legislation and the requirements of our funders.

This is a year in which FIREFLY will be collecting and analysing benchmark data. As an amalgamated Agency, we need gain a strong understanding of the areas in which to focus our quality improvement efforts. We will continue to raise the level of awareness of the importance and understanding of quality and performance measurement.

As part of FIREFLY’s performance measurement framework, we will utilize the following quality tools to gather standardized information:

* Worklife Pulse (staff satisfaction)
* Service Experience Survey (client satisfaction)
* Patient Safety Culture Tool – Community Based Version

**Safety:**

The Leadership Team has implemented awareness initiatives regarding hand hygiene, falls prevention and infection prevention and control. We will monitor compliance and continue to build on gains made this year.

**Client Experience:**

The Service Experience Survey results will be a primary focus for quality improvement. This feedback is one of the foundations of ensuring client-centred care. We will make necessary operational changes to continuously increase favourable responses to the following client experience indicators:

* I did not have to wait too long for the first appointment;
* I am involved in decisions related to my service;
* I am encouraged to ask questions;
* Overall, I am satisfied with the service.

**Access:**

The utilization of CIMS (Client Information Management System) across the Agency now provides Managers with access to current wait time data. This allows us to better focus our resources to those clients most in need. We will continue to implement initiatives aimed at reducing wait times and closely monitor data that measures the length of time between intake and client assignment.

**Financial:**

FIREFLY will continue to achieve a balanced budget as per the Service Contracts with our various funders and demonstrate our commitment to being accountable. Improvements to the financial forecasting capabilities will enable better year-end performance estimates.

**Worklife:**

FIREFLY has developed a Wellness Committee that has initiated several staff wellness initiatives and activities. The results of the Worklife Pulse survey will be used to improve employee engagement and work-life satisfaction.

**Efficiencies:**

The Leadership Team participated in a Quality Improvement day which included the introduction of Lean Thinking. Information regarding Lean Thinking concepts was provided to all staff during an in-service.

A Quality Committee has been established which includes front-line, administrative and management staff. The committee will identify areas for process change across programs, services and administrative functions. This will result in better quality and system efficiencies.

**Integration and Collaboration:**

We are committed to working with other service providers to ensure that the needs of our clients and their families are met. We will continue to participate in and/or initiate opportunities for collaborative planning at a community, district and regional level.

**Accountability Sign-Off**

I have reviewed and approved FIREFLY’s Quality Improvement Plan.

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Jackie Mitchell Karen Ingebrigtson

Board Chair Chief Executive Officer