



FIREFLY'S Integrated Quality Improvement Framework "Changing to serve you better"

FIREFLY is moving forward to continually improve care and service for clients, families and communities. To align, coordinate and streamline its efforts the "Integrated Improvement Framework" has been developed to demonstrate the critical areas which require an integrated approach. The purpose is to clearly communicate improvements: planned, in progress and completed. There are four dimensions which bring together all the major areas that ensure FIREFLY is continually improving care.

People-centered care is at the heart of the framework and FIREFLY's philosophy of care. FIREFLY recognizes that improvements made with input and through partnerships with clients, families and communities are key to planning and providing appropriate services. The surrounding dimensions are essential organizational processes which work together to drive improvements in people centered care: Client Safety/Risk Management, Worklife and Efficiency, and Service Excellence.

The arrows which surround the dimensions represent the integrated and collaborative approach required to improve all areas of service.



People Centered Care

- Timely access to care is provided
- Clients and families are satisfied with care
- Client and family centered approach is used to plan direct care clients/families/communities and partners are engaged in system planning and design
- Promote and support First Nations in their service development

Safety & Risk Management

- Services are delivered safely and effectively
- Client Safety plan is developed and monitored
- System for adverse occurrences, disclosure of harm and implemented
- Infection Prevention and Control practices are in place
- Risk is proactively identified and managed
- Disaster and Emergency Plans are in place
- Compliance with legislation
- Financial stability is ensured

Worklife and Efficiency

- A healthy and safe work environment is promoted
- Strengthen & ensure equal access for training and development through knowledge sharing opportunities
- Improve recruitment and retention of qualified staff
- Enhance staff engagement through collaboration
- Strengthen competencies & capacity to ensure culturally relevant services and supports

Service Excellence

- Care provided with evidence informed and innovative practices
- Care pathways will be developed and implemented
- Implementation of the LEAD agency for children's mental health
- Enhance communications across all levels of the organization
- LEAN methodologies are incorporated into quality projects