

## PART B: Improvement Targets and Initiatives

2015/16



St. Joseph's Home Care 1550 Upper James, Hamilton ON, L9B 2L6

AIM		MEASURE				
Quality dimension	Objective	Measure/Indicator	Current performance (2014/15 YE)	Target for 2015/16	Target justification	Improve or Maintain
Effective	Implement HNHB CCAC Pain Pathway for non-palliative clients.	<p><b>Completion rate of HNHB CCAC Pain Pathway for non-palliative clients.</b></p> <p>The HNHB CCAC has implemented a pain pathway including assessment and interventions based on a standardized pain scale and client's self-reporting. Interventions include self-management education and pharmacological management strategies. Evaluation of the effectiveness of these strategies will be documented at each client visit.</p>	N/A	100%	HNHB CCAC Contract Expectation	N/A; year one of project
Access	Access to care from a PSW is received within five days.	<p><b>Access to Personal Support Worker (PSW) Care within five days.</b></p> <p>The percentage of clients who receive their first personal care visit, within five days following home visit/assessment from Community Support Services agency.</p>	N/A	90%	HQO reported CCAC provincial average of 83%	N/A; year one of project
Access	Improve referral acceptance rate	<p><b>Referral Acceptance Rate.</b></p> <p>Number of referrals accepted per total number of referrals made for visiting nursing programs (not including ICC); <i>based on 600 offers per quarter.</i></p>	TBD	91%	HNHB CCAC Contract Expectation	Improve
Kind	Improve client satisfaction	<p><b>Overall Client Satisfaction within Community Support Services (Assisted Living Programs) In-house survey (if available):</b> "All survey items combined"</p> <p><b>All Items Combined:</b> Number of clients who have indicated they are either satisfied or very satisfied with all items on the survey per total number of survey respondents (Potential Responses: Strongly Agree, Agree, Neither, Disagree, Strongly Disagree, N/A)</p>	TBD	95%	Previous organizational performance, internal target	Improve