










# Quality Improvement Report Card











Every year, Community Living Dryden-Sioux Lookout sets goals to try to make ourselves better. We collect a variety of data to try to see how we are doing.





This year we put together a Quality Improvement Report with information and statistics about how we did with our goals. However, this report can sometimes be very detailed and complicated. This report card is an attempt to let people who are important to us know how we did, but in an easier format.





Gold Medal:	We did OK:	We're working on it:
 <p>We met our goal and have a pretty good handle on things.</p>	 <p>We either met the goal, but didn't do as well as last year or we just missed the goal but feel like we're on the right track.</p>	 <p>We didn't meet the goal, and we have some work to do</p>


	What we wanted to do	Program	Grade
<b>Goal</b>	<ul style="list-style-type: none"> <li>➤ Find out the percentage of people who accomplished at least 1 goal within a year               <ul style="list-style-type: none"> <li>• People Supported set and accomplish meaningful personal outcomes based on their wishes.</li> </ul> </li> </ul>	Community Participation	
		Community Accommodation	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ People have been limited in the number of goals they were able to work towards due to covid</li> <li>➤ As communities continue to open up, more opportunities to fulfill goals are becoming available.</li> <li>➤ We continue to train all staff on person centered approaches, as well as track and document goals in order to better measure successes</li> </ul>	Supported Independent Living	
		Life Share	


	What we wanted to do	Program	Grade
<b>Goal</b>	<ul style="list-style-type: none"> <li>➤ To reduce the number of critical incidences in the people we support               <ul style="list-style-type: none"> <li>• This includes those that use emergency services such as police, ambulance and mental health services.</li> </ul> </li> </ul>	Community Participation	
		Community Accommodation	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ Staff continue to work with individuals newly accessing services with extreme traumas and mental health issues.</li> <li>➤ We continue to work with community partners and put in place protocols to mitigate risks.</li> <li>➤ Ongoing education for staff and partners, and adjusting protocols with Emergency Medical Services help us to do so.</li> </ul>	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
<b>Goal</b>	<ul style="list-style-type: none"> <li>➤ Manage staff absenteeism               <ul style="list-style-type: none"> <li>• Help to ensure supports are consistent</li> </ul> </li> </ul>	Community Participation	
		Community Accommodation	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ COVID continued to have a significant impact on sick rates in 2022, especially given that Public Health directives required isolation periods. Sick rates increased over the past 10 months as more strains of COVID and non-covid viruses became dominant.</li> </ul>	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
<b>Goal</b>	<ul style="list-style-type: none"> <li>➤ To get transition age youth (TAY) into services within 18 months of eligibility</li> </ul>	Community Participation	
		Community Accommodation	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ Due to the pandemic, the ministry had restricted our ability to transition people into services.</li> <li>➤ The ministry has also been slow to approve individual budget submissions.</li> </ul>	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
<b>Goal</b>	<ul style="list-style-type: none"> <li>➤ Deliver services that people we are supporting are satisfied with based on the percentage that say they have positive interactions with their staff.</li> </ul>	Community Participation	
		Community Accommodation	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ Only 49 of 99 people supported completed the satisfaction survey. Of the 50 people that did not complete the survey, 3 refused to participate or their family refused to allow them to participate.</li> <li>➤ We want to re-evaluate our survey in order to obtain more accurate results.</li> <li>➤ We also want to create a process in which we will be able to engage more people supported and families.</li> </ul>	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
<b>Goal</b>	<i>Health and Safety:</i> <ul style="list-style-type: none"> <li>➤ To ensure staff health and safety, and reduce injuries and lost time.</li> </ul>	Business Function	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ Significant improvement from the previous year. CLD-SL continues to find creative ways to keep people working by utilizing the 'Stay at work, return to work' policy, which assists in decreasing lost time.</li> </ul>		

	What we wanted to do	Program	Grade
<b>Goal</b>	<i>Human Resources:</i> <ul style="list-style-type: none"> <li>➤ Increase the number of staffs to complete the survey (2x per year)</li> </ul>	Business Function	
<b>Comment</b>	<ul style="list-style-type: none"> <li>➤ The survey still in the early stages of deployment and we have a number of ideas to better gather information in the future.</li> <li>➤ We continue to educate staff on the importance of participation and feedback.</li> </ul>		

### How Many People Did Every Program Support?

Program	
Community Participation	100
Community Accommodations	32
Life Share	10
Supported Independent Living	49

### Where Can I Get More Information?

- This report card does not show everything that we have worked on this year; We have a report that has a lot more detail; which is called our **Quality Improvement Report**
- We also write plans every year. We write plans to work on accessibility, risk management, technology, and other things.
- We also have a long-term 'Strategic Plan' for Community Living Dryden- Sioux Lookout. This is all in the Quality Improvement Report as well.
- If you want a copy of the Quality Improvement Report, you can find it on our website: [cldsl.ca](http://cldsl.ca)

### Who to contact if you have questions?

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