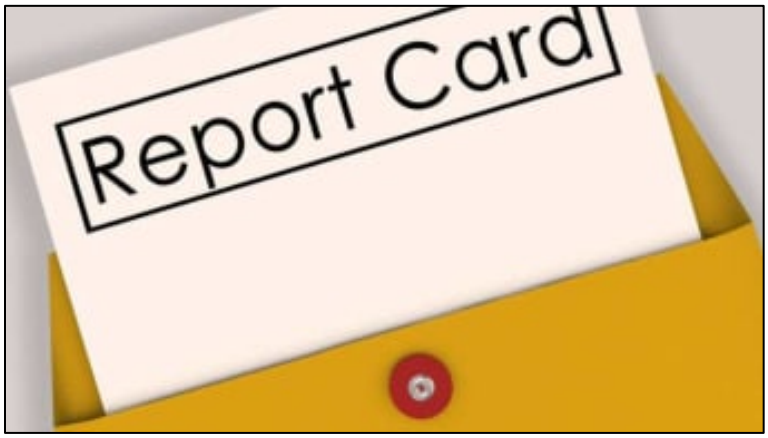
Quality Improvement

Report Card 2023



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 incredibly 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:
 We met our goal and have a fairly good handle on things.	We either met the goal but did not do as well as last year or we just missed the goal but feel like we're on the right track. 	 We did not meet the goal, and we have some work to do

	What we wanted to do	Program	Grade
Goal	➢ Find out the percentage of people who accomplished at least 1 goal within a year • People Supported set and accomplished meaningful personal outcomes based on their wishes.	Community Participation	
		Community Accommodation	
Comment	➢ We continue to train all staff on person centered approaches, as well as track and document goals to better measure successes ➢ Continue to ensure all goals and achievements are documented in a manner that allows us to best monitor and track progress	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	➢ To reduce the number of critical incidences in the people we support • This includes those that use emergency services such as police, ambulance, and mental health services.	Community Participation	
		Community Accommodation	
Comment	➢ Staff continue to work with individuals newly accessing services with extreme traumas and mental health issues. ➢ We continue to work with community partners and put in place protocols to mitigate risks. ➢ Ongoing education for staff and partners and adjusting protocols with Emergency Medical Services help us to do so.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	➢ Manage staff absenteeism • Help to ensure supports are consistent	Community Participation	
		Community Accommodation	
Comment	➢ COVID had a lesser impact on sick rates in 2023 than in 2022. Public Health directives required for isolation periods were decreased. ➢ Continue with current practices. Continue efforts to increase awareness of workplace wellness.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	➢ To get transition age youth (TAY) into services within 18 months of eligibility	Community Participation	N/A
		Community Accommodation	N/A
Comment	➢ We did not have any TAYs transition from intake to services during the 2023 year.	Supported Independent Living	N/A
		Life Share	N/A

	What we wanted to do	Program	Grade
Goal	➢ Deliver services that people we are supporting are satisfied with based on the percentage that say they have positive interactions with their staff.	Community Participation	
		Community Accommodation	
Comment	➢ Only 52 of 103 people supported completed the satisfaction survey. ➢ Re-evaluate our survey to obtain more accurate results. We also want to create a process in which we can engage more people supported and families.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	*Health and Safety:* ➢ To ensure staff health and safety and reduce injuries and lost time.	Business Function	
Comment	➢ Maintained from the previous year. We continue to find creative ways to keep people working by utilizing the 'Stay at work, return to work' policy, which assists in decreasing lost time.		

	What we wanted to do	Program	Grade
Goal	*Human Resources:* ➢ Increase the number of staff who complete the survey (2x per year)	Business Function	
Comment	➢ The survey is still in the preliminary stages of deployment, and we have several ideas to better gather information in the future. ➢ We continue to educate staff on the importance of participation and feedback.		

How Many People Did Every Program Support?

Program	
Community Participation	107
Community Accommodations	36
Life Share	10
Supported Independent Living	57

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: www.cldsl.ca

Who to contact if you have questions?

Kendall Miller
Manager of Quality Assurance
kendall.miller@cldsl.ca