

Quality Improvement Update

Here are some quick bits of information that we learned in 2008-09. Much more detail around all of these points can be found in the 2009 Annual Management Report.

- A number of satisfaction surveys were sent out to persons served by the various programs at CLK. The satisfaction level on all items was at least 87%. A separate survey sent out to the organization's community partners indicated a satisfaction level of at least 94% on all items.
- The majority of persons served by Community Options are active in the community at least 65% of the time that they are supported by the program. The average person served receives a total of 17.3 hours of support per week.
- About 22% of persons served in Residential Services received at least five hours a month of unpaid supports (not including family). The program hopes to increase this to 30% next year.
- A medication error occurred once every 2.7 days last year, an improvement over previous years. The program hopes to decrease errors so that they occur once every 4.0 days next year.
- Splinter Court was used 80% of the time last year.
- There has been a sharp increase in the number of children with behavioural challenges supported by Child Care Resource Consultant Services (CCRCS).
- Over 70 items were borrowed from the CCRCS resource library every month last year.
- Fire safety training has been an important focus of the Supported Independent Living (SIL) program. The average score obtained by persons served on a Fire Safety Questionnaire was 86.7%.
- Registrations on the respiteservices.com website dropped slightly last year. The organization hopes to focus on increasing awareness around this valuable community resource.
- Over 90% of persons served maintained a stable living arrangement in the Family Home Program this year. The program hopes to maintain this success next year.
- The organization had a success rate of 73.68% in bringing plans to the Pressures and Priorities Committee within 80 days. It hopes to increase this slightly this year.
- Half of all the referrals to CCRCS were in service within 28 days last year. More than half of all referrals to Family Support were in service within 40 days. Both programs hope to increase the speed with which referrals are processed next year, but this could be challenging given the already high caseloads in each program.
- There were 14 staff injuries last year, a slight increase over previous years.
- The computer network at 1412 Princess Street was over 97% reliable last year.
- The organization was largely successful in maintaining staff certification in CPI and CPR.

Want more information? Read the organization's 2009 Annual Management Report. This report is available at all program locations and on the agency's website at www.communitylivingkingston.org (go to the Links and Resources page).

In addition to more information about the performance improvement notes listed above, the report contains information such as the organization's Strategic Plan, Accessibility Plan, Technology Plan and Risk Management Plan. It also includes results from all of the organization's Satisfaction Surveys and Performance Improvement activities.