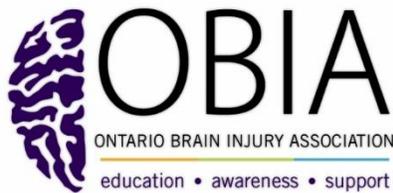




Quality Improvement Plan 2015-2016





2015-2016 Quality Plan: Narrative

Overview

The primary objectives of OBIA's Quality Plan for 2015-2016 are to continue to increase the effectiveness of the services we deliver through improved internal processes; to expand access to our programs and services through increased awareness efforts and integration with our community partners and affiliates; and to ensure that all OBIA support services are delivered within a risk managed person centred framework.

Our **2015-2016 Peer Support Program Quality Plan** has been developed in alignment with our organization's 2013-2018 Strategic Plan; the five key areas of quality measurement according to the Ontario Health Quality Council; and OBIA's Service Accountability Agreement with the HNHB LHIN. All of OBIA's programs, including those that do not receive funding from the HNHB LHIN, have similar plans to ensure a culture of quality improvement within the organization.

Integration and Continuity of Care

Integration and seamless access to services is a key priority for OBIA. OBIA is committed to building the capacity of our twenty one formally affiliated Community Brain Injury Associations across the province. Through continuing to increase capacity at the local level, through shared services and governance support, we are assured of improved access to ABI services.

OBIA recognizes that increasing the awareness of both our organization and our cause will advance public understanding of this invisible disability. More importantly, it will also lead to reduced stigma and enhanced support for people who live with the effects of ABI. In 2015-2016, OBIA will continue to facilitate community partnerships and will work collaboratively with other stakeholders toward a provincial strategy for acquired brain injury. Our aim still is to influence the development of a best practice framework across the ABI continuum leveraging our partnerships and our credibility within the brain injury community.

We also aim to continue to expand our strategic partnerships with trauma and acute care centres, educational institutions and regulatory bodies and service providers. These alliances will lend additional credence and exposure to our ABI programs and will assist OBIA advancing the ways in which people can access needed ABI training, information and support.

Challenges, Risks and Mitigation Strategies

Environment/Resources: Ensuring that the appropriate human, financial and technological resources are in place for programs can always be a challenge for a charity. In an effort to proactively mitigate against those risks, an annual organizational scan and internal audit will be conducted. Quality plans will also be updated in alignment with strategic priorities and existing resources.

Behaviour/Knowledge: Having the tools and processes in place to ensure the awareness of the organization's aim toward quality improvement, as well as the compliance of staff, volunteers and provincial partners, is paramount. The strategic and operational plans will continue to provide direction as will person to person orientations with new staff, volunteers and partners.

Information Management

Our organization uses a secure online database to manage the information of persons involved in our Peer Support Program. The data we collect is used to assist us in establishing baselines and annual targets for number of clients served, hours and type of support delivered, days waiting for training and/or waiting for a partnership to begin. This data is segregated by region so we use this data to determine regional trends in service provision and to identify needs regarding service promotion.

Engagement of Staff and Leadership

OBIA's Board members and senior staff are engaged in the Quality Improvement Planning process through meetings of the Quality Improvement Committee and through committee and senior management reports to the Board of Directors. Additionally, staff have been and will continue to be involved in the quality improvement planning process through the development of operational priorities and goals that are directly aligned with OBIA's aim toward quality improvement and with the organization's strategic priorities.

Accountability Management

Leadership within the organization will be accountable for achieving our quality plan targets. This will be accomplished through monthly team meetings; quarterly reporting and updates to the Board of Directors.