

SCTC

SOUTH COUNTRY
TREATMENT CENTRE



Quality Improvement Plan 2015 - 2018



“Quality is the degree of excellence or the measure of how an organization meets the needs of clients and exceeds their expectations.”

- Accreditation Canada

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1. MISSION STATEMENT

Lethbridge & Community Addictions Treatment Society, which operates South Country Treatment Centre, is a leading organization that provides holistic structured recovery programs in a residential environment to adults with drug, alcohol and gambling addictions to empower them to regain their physical, mental and emotional health. (revised August 2009)

2. VISION STATEMENT

Lethbridge & Community Addictions Treatment Society that supports South Country Treatment Centre is a leading organization that:

- offers responsive treatment that encompasses innovative strategies with seamless transitions that ensure client and family recovery;
- provides a supportive culture where our treatment team has passion and knowledge to deliver programs and services with a bio-psycho-social approach;
- partners with other caring community organizations;
- maintains a current awareness of the continuum of choices available to our clients

in an environment that is economically viable. (revised August 2009)

3. VALUES STATEMENT

- S** - Serving clients responsibly: Demonstrating concern, courtesy and responsiveness in carrying out the organization's mission and vision.
- C** - Conducting oneself professionally: Carrying out organizational and operational duties with positive leadership exemplified by open and honest communication, dedication, creativity, integrity and compassion.
- T** - Treating others with respect: Promoting and adhering to non-discriminatory practices, personal autonomy, individual rights and well-being.
- C** - Community collaboration: Developing & maintaining responsible, accountable, and supportive partnerships with other professional organizations and the community at large to secure and promote general health and well-being.

4. What is Quality Improvement?

Improving quality is about making South Country Treatment Centre safe, effective, client centered, timely, efficient and equitable. Our Quality Improvement Plan demonstrates our commitment to improve the quality of care we deliver. The Quality Improvement Plan outlines the goals and strategies for ensuring client safety, delivering optimal care and achieving high client satisfaction.

5. What is a Quality Improvement Plan?

There are a number of definitions that describe quality improvements as a systematic approach that uses specific techniques to improve quality. The most important ingredient in successful and sustained improvement is the way which the change is introduced and implemented.

6. Approach To Quality

When it comes to improving quality, there are two types of approaches available: extrinsic and intrinsic. At South Country Treatment Centre the intrinsic approach has been adopted, which is, incorporating a range of models and methods that have been put into place by our organization. This is called an organizational approach because they were originally developed within our organizational context. South Country Treatment Centre's approach included developing and setting our own goals with staff and Board engagement in areas such as Strategic Priorities and Operational Plans.

7. Quality Improvement Principles

Quality improvement is a systematic approach to assessing services and improving them on a priority basis. South Country Treatment Centre's approach to quality improvement is based on the following principles:

- Client Focus: High quality agencies focus on their internal and external clients and on meeting or exceeding needs and expectations
- Recovery Oriented: Services are characterized by a commitment to promoting and preserving wellness and to expanding choice. This approach promotes maximum flexibility and choice to meet individually defined goals and to permit client centered services
- Employee Engagement: Effective programs involve people at all levels of the organization in improving quality.

- Leadership Involvement: Strong leadership, direction and support of quality improvement activities by the governing body and Executive Director are key to performance improvement. The involvement of the organization's leadership assures that quality improvement initiatives are consistent with our Mission Statement and Strategic Priorities.
- Data Informed Practice: Successful Quality Improvement process create feedback loops, using data to inform practice and measure results
- Continuous Improvement: Processes must be continually reviewed and improved. Small incremental changes do make an impact and staff can almost always find an opportunity to make things better.

8. Quality Improvement Resources

Since the process for Accreditation began the following resources are available to staff. These include our Annual Report, our Strategic Priorities, our Operational Plan, an Emergency Plan, a Client Safety Plan, an Employee Handbook, a Health & Safety Manual, an Infection Prevention and Control Plan and an Ethics Framework to give staff a guide on making ethical decisions. All of these resources were introduced to ensure a sustained focus on the continuous improvement in the quality of services we provide. These resources also emphasize the importance of internal motivators which allows staff to be aware of South Country Treatment Centre's direction and focus. South Country Treatment Centre has also built knowledge, skills and introduced new practices to improve the quality of our services through various evaluation processes (i.e. client, staff, board).

9. Quality Improvement Ideology

To ensure Quality Improvement we will continue to analyze and evaluate areas using the following ideologies:

- Understanding the problems with a particular emphasis on what the data tells you or what information can be added to include areas where small problems could be arising
- Understanding the processes and system within the organization to ensure the pathways to client information is protected and enhanced should information be missing
- Analyzing the demand, capacity and flow of our services

- Choosing the tools to bring about change including leadership and clinical engagement plus staff and client participation
- Evaluating and measuring the impact of change

These common ideologies can be summarized using the following principles; data and measurement for improvement, understanding the process, improving reliability, understanding the demand, capacity and flow, involving and engaging staff and finally involving the client.

South Country Treatment Centre has developed a framework identifying four areas in which these common ideologies are applied for quality improvement:



10. Quality Improvement Responsibility

The Executive Director is responsible for monitoring, communicating, allocating resources, and implementing the Quality Improvement Plan, ensuring that the plan achieves its desired results. This is accomplished through collaborative work and data collection performed by the organizations Safety & Risk Management

Committee, Program Department Meetings, Staff Meetings, and monthly Activity Reports submitted to the Board of Directors for review and discussion.

11. Quality Improvement Dimensions

Adapted from the Institute of Medicine, the Quality Dimensions utilized for the South Country Treatment Centre QIP are as follows:

	<p>Safe</p> <p>Avoiding injuries to clients from the care that is intended to help them.</p>
	<p>Effective</p> <p>Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and overuse). Doing the right thing for the right person at the right time.</p>
	<p>Client-Centered</p> <p>Providing care that is respectful of and responsive to individual client preferences, needs and values.</p>
	<p>Timely</p> <p>Reducing waits and sometimes unfavorable delays for both those who receive and those who give care.</p>
	<p>Efficient</p> <p>Avoiding waste, in particular waste of equipment, supplies, ideas and energy.</p>
	<p>Equal</p> <p>Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location and socio-economic status.</p>

12. Quality Improvement Plan 2015 - 2018 (QIP)

Our 2012 – 2013 Quality Improvement Plan was informed by the following external factors and internal processes:

- Alberta Health Services Contract Agreement
- Accreditation Canada Standards and ROPs
- Standards and evidence based best practices
- Collaboration with staff and clients

Area	Planned Improvement Initiatives	Quality Dimensions
Program	<ul style="list-style-type: none"> - Explore alternative admission dates. - Implement new strategies to improve client awareness of health and safety. - Review program materials/curriculum. - Service expansion (community engagement) 	
Human Resources	<ul style="list-style-type: none"> - Evaluate and measure employee compensation. - Measure employee job satisfaction. - Succession planning. - Co-facilitation 	
Client	<ul style="list-style-type: none"> - Improved recreational activities. - Hand washing audits. - Tobacco Reduction. 	
Building	<ul style="list-style-type: none"> - Capital asset listing. - Research funding opportunities. - Scheduled inspections (i.e. fire) 	

		
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