

COMMUNICATING RESULTS

The agency "shares" continuous quality improvement work with its stakeholders and provides feedback to them about the results of quality improvement efforts. Performance and outcomes expectations and achievements are reviewed by employees and external stakeholders through the distribution of an annual Performance Outcome Report and through the agency's annual report. The reports include quality information and are shared with external stakeholders and the agency's membership at the annual general meeting. Both the Performance Outcome Report and the Ranch Ehrlo Society's annual reports are available for viewing and to download at www.ehrlo.com.



PHILOSOPHY OF QUALITY IMPROVEMENT

Quality improvement is a priority at the Ranch Ehrlo Society. Since its inception, the agency has embraced a philosophy of quality management in the delivery of its programs and services. In recent years the focus of quality measurement has shifted from outputs to stakeholder feedback and outcome measures.

Quality improvement is agency-wide and includes every aspect of the residential treatment, education, vocational, family, and early learning programs. It covers agency sites at Pilot Butte/Regina, Buckland/Prince Albert, and Corman Park. It incorporates organization-wide program evaluation and performance improvement as well as client related outcome achievement driven by client/customer needs.

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Ranch Ehrlo Society

Quality Improvement



QUALITY IMPROVEMENT

Quality improvement has been an integral part of the programs and services at the Ranch Ehrlo Society since the agency's inception in 1966. A board-approved *Quality Improvement Operational Plan* (QI) outlines the ongoing implementation and coordination of quality improvement activities. All employees and key stakeholders have an opportunity to have input into the plan.

A central QI committee meets at least quarterly to review data from a variety of sources. Examples include information gathered through the Hull Outcomes Monitoring and Evaluation System (HOMES), the Alliance Benchmarking initiative, and stakeholder feedback surveys. Input received is used to identify strengths and areas of positive practice that can be implemented throughout the agency and areas of weakness that need improvement.

STAKEHOLDERS

The Ranch Ehrlo Society values key stakeholder participation in the quality improvement process. Key stakeholders include employees, clients and their families, the board of directors, community representatives, referring agencies, and regulators. Stakeholder participation ensures that those individuals and groups most impacted by the work of the agency have an opportunity to provide input into the agency's programs.

PLANNING

We monitor, analyze, and report outcomes at agency, program, and client levels. Senior managers work with staff throughout the organization to develop and review outcome statements and indicators. Program staff, residents, families, and other stakeholders are involved in determining specific goals and client outcomes within the program logic framework.

The development of outcome indicators, quality assurance indicators, consumer satisfaction surveys, and other sources of performance feedback are reviewed at various agency levels to ensure accurate and dependable information is obtained in critical performance areas.

While most of the information pertaining to the quantity of services provided, program results, and client outcomes is collected through the use of HOMES to Efforts to Outcomes (ETO), quality assurance information is also collected from surveys of and/or interviews with clients and their families, staff, consultants and independent contractors, community representatives, referral agencies, and regulators.



MAKING IMPROVEMENTS

The Ranch Ehrlo Society identifies the data sources and measures for management operations, service delivery, and external reviews. In addition, the agency determines how the aggregate data is collected and the reports formatted.

Senior managers review outcome and quality service information for their programs on an ongoing basis with a formal review completed annually.

Through feedback surveys, focus groups, strategic planning sessions, quarterly meetings, and all-agency meetings, the agency identifies areas of needed improvement, implements improvement reviews of the results, and if necessary modifies or discontinues the process.

Throughout the year, the work of the QI team leads to recommendations to modify policies or procedures, training resources, supervision or other aspects of the program. Management reviews the results of QI activities and, in coordination with other appropriate staff, formulates improvement plans, which define quality improvement efforts.

The impact of the action plans is measured by improvements in the QI activities measured on a regular basis.