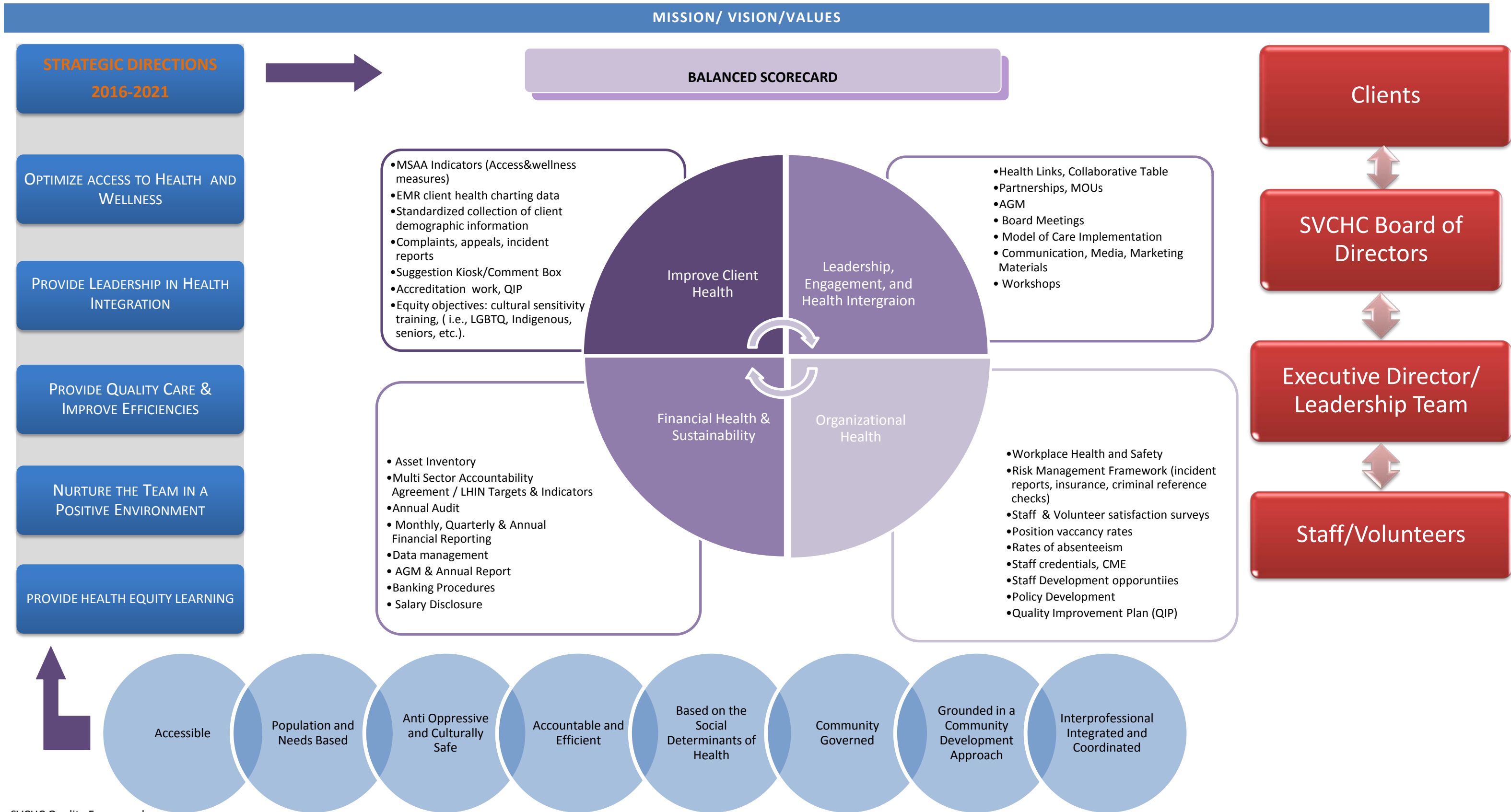


QUALITY FRAMEWORK – SEAWAY VALLEY COMMUNITY HEALTH CENTRE

Working with you for a healthier community



STRATEGIC DIRECTIONS 2016-2021

- OPTIMIZE ACCESS TO HEALTH AND WELLNESS
- PROVIDE LEADERSHIP IN HEALTH INTEGRATION
- PROVIDE QUALITY CARE & IMPROVE EFFICIENCIES
- NURTURE THE TEAM IN A POSITIVE ENVIRONMENT
- PROVIDE HEALTH EQUITY LEARNING

MISSION/ VISION/VALUES

BALANCED SCORECARD

- MSAA Indicators (Access&wellness measures)
- EMR client health charting data
- Standardized collection of client demographic information
- Complaints, appeals, incident reports
- Suggestion Kiosk/Comment Box
- Accreditation work, QIP
- Equity objectives: cultural sensitivity training, (i.e., LGBTQ, Indigenous, seniors, etc.).

- Health Links, Collaborative Table
- Partnerships, MOUs
- AGM
- Board Meetings
- Model of Care Implementation
- Communication, Media, Marketing Materials
- Workshops

- Asset Inventory
- Multi Sector Accountability Agreement / LHIN Targets & Indicators
- Annual Audit
- Monthly, Quarterly & Annual Financial Reporting
- Data management
- AGM & Annual Report
- Banking Procedures
- Salary Disclosure

- Workplace Health and Safety
- Risk Management Framework (incident reports, insurance, criminal reference checks)
- Staff & Volunteer satisfaction surveys
- Position vaccancy rates
- Rates of absenteeism
- Staff credentials, CME
- Staff Development opporunties
- Policy Development
- Quality Improvement Plan (QIP)

