Quality Improvement:
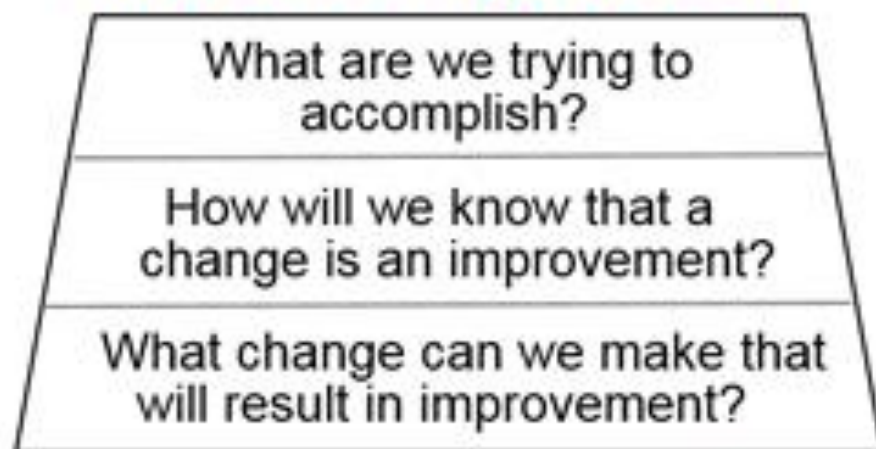## PERFORMANCE INDICATORS FOR SENIOR CENTRES

Agenda

- Overview of Quality Improvement
- Overview of Performance Measurement
- Examples of Performance Management Framework

Definitions: Quality Improvement

▶ Quality Improvement (QI) is a proven, effective way to improve services for members, and to improve practice for staff. In the healthcare system, there are always opportunities to optimize, streamline, develop and test processes, and QI should be a continuous process and an integral part of everyone's work, regardless of role or position within the organization.

Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

Act | Plan

Study | Do

Definitions: Performance Measurement

▶ Performance measurement is generally defined as regular measurement of outcomes and results, which generates reliable data on the effectiveness and efficiency of programs. Input. Resources (human resources, employee time, funding) used to conduct activities and provide services.

Performance Management Grid

- Effectiveness
- Efficiency
- Access
- Satisfaction
- Human Resources
- Health and Safety
- Risk Management

Performance Management Grid: Examples

- ▶ Effectiveness:
  - ▶ Increase total membership
  - ▶ Increase number of fitness programs
- ▶ Efficiency:
  - ▶ Reduced program costs
  - ▶ Reduced cafeteria costs
- ▶ Access
  - ▶ Increased participation from specific population

Performance Management Grid: Examples

▶ Satisfaction

 ▶ Satisfied members at 95%

▶ Human Resources

 ▶ All performance reviews completed

▶ Health and Safety

 ▶ No accidents within centre

▶ Risk Management

 ▶ Repair paving issues in parking lot

Objective Type	Objective	Indicator	Performance Goal/Target	Actual Results	Influencing Factors
Effectiveness					
Efficiency					
Access					
Satisfaction					
Human Resources					
Health and Safety					
Risk Management					

Grid Definitions

- Objective: Statement of Desired Future State
- Indicator: Numerical Value like % to demonstrate how you are meeting that objective
- Goal/Target: Measurable level of achievement
- Actual Results: Performance
- Influencing Factors: Reasons for success or failure

Grid Definitions: Example 1

- Objective: Increase participation in fitness programs
- Indicator: % of members registered for fitness programs
- Goal/Target: 60% (currently 50%)
- Actual Results: Performance
- Influencing Factors: Reasons for success or failure

Grid Definitions: Example 2

- Objective: Increase the number of members
- Indicator: # of members
- Goal/Target: 900 members (currently 800)
- Actual Results: Performance
- Influencing Factors: Reasons for success or failure

Group Exercise

- Develop one example for:
    - Effectiveness
    - Efficiency
    - Access
    - Satisfaction
- State your Objective
- State your indicator
- State your performance goal

Model for Improvement