



## Continuous Quality Improvement Projects

KidsAbility places the highest priority on client safety, and the quality of services provided to children, youth, and their families. We are committed to demonstrating quality service consistent with attributes of a high performing organization. One of the ways we strive for this excellence is by each KidsAbility team completing a Continuous Quality Improvement project every year. In 2020, projects focused on **Family Centered Care and Inclusiveness, Breaking Down Barriers for Families, and Organizational Effectiveness and Efficiencies**. Each project followed the Plan, Do, Study, Act model of quality improvement. At the completion of the project, teams used their project data, survey findings and observations to determine whether the project made a significant contribution to enhancing quality. Teams then decided whether to adopt, adapt, or abandon the change. Look at all the amazing quality work our teams accomplished this year:

The **Cambridge Early Years/School Years** team increased their awareness of health and safety processes in preparation for Accreditation and for improving efficiencies with infection control.

The **Specialized Feeding** team improved their referral process, standardized the way feeding team data is entered into Goldcare, and provided documentation with accurate resources, processes and support documents for the whole team and all KidsAbility staff.

The **Early Years Occupational Therapy** team created a video of their 'Understanding the Sensory World Around You' workshop and posted it to the KidsAbility website so families can access it at a time that suits them before their OT appointment.

The **Client Information Services** team implemented appointment reminder emails which lead to a 37% decrease in No Shows.

The **Finance** team revised their purchasing policies so they are now more efficient and clear. All joint leadership members were trained on the new policies so they can now perform their purchasing responsibilities more confidently and effectively.

The **Guelph** team enhanced their knowledge of different technology applications for use in virtual appointments, allowing clients to continue to receive the best possible care even during a pandemic.

The **Human Resources** team developed a process for interviewing candidates virtually, allowing the continuation of hiring while keeping everyone safe.

The **Infant Hearing** team surveyed parents on the type of information they would like to see in an information package about infant hearing.

The **Kitchener** team enhanced their knowledge, skill and comfort level with different virtual applications, allowing us to continue to provide high quality care to our clients by virtual means.

The **SPOT** team offered virtual parent consultations which allowed a more collaborative, client-centered approach where parents were valuable, contributing team members.

The **Waterloo Early Years/School Years** team successfully built a list of digital resources and information that they can share with families.

The **Information Technology** team developed a Virtual Care Committee to examine the virtues and challenges of virtual care and developed supports so we can move forward with this new platform for therapy.

The **ACS I** team offered different service options to families in an effort to decrease no shows.

The **ACS II** team planned a group-based service option that past, present and future families connected with ACS can access. It will allow families to come together to share experiences and learn from each other.

The **Finance** and **Autism** teams built contract and billing modules in Goldcare to make the billing process for purchased services easier for families and less time-consuming for staff.