



Rideau Community  
Health Services

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Your Community Health Centre

# RCCHS Quality Framework

Developed May 2022

**Quality of care** is the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with evidence-based professional knowledge. This definition of quality of care spans promotion, prevention, treatment, rehabilitation, and palliation. It implies that quality of care can be measured and continuously improved through the provision of evidence-based care that takes into consideration the needs and preferences of service users – clients, patients, families, and communities.

For RCHS, quality of care includes the **delivery of effective and safe** programs and services that are reflected in our culture. We work to support improved outcomes that align with the client, family, and community needs.

We will be driven by data and best practices which is foundational and integral to all quality supported by the Quadruple Aim:

- Improving the patient and caregiver experience.
- Improving the health of populations.
- Reducing the per capita cost of health care,
- Improving the work life of providers.

## 1. Safety for All



# Quality Framework



Putting people, clients, volunteers, and staff first.

### What does this look like in practice?

- Encouraging those receiving services and participating in programs to participate in decision making.
- Collaborating with those receiving services and their families to help shape their health and wellness journey.
- Respecting and responding to choices, needs, and values.

- Promoting a culture of safety.
- Learning from past experiences.
- Working collaboratively across all sectors of the system to support quality and safety.
- Ensuring good communication between providers and those receiving services and their families.
- Involving those receiving services, their families, and the public in planning for safety and quality.

### **Client-focused**

This means providing care that is respectful of and responsive to individual preferences, needs, and values. It means a partnership between clients, families, caregivers, and their healthcare providers. Processes of care are designed to optimise the client experience.

### **What are the desired outcomes for those receiving programs and services?**

- Health and wellness providers make decisions based on evidence. They share information with clients, and RCHS client experiences are used to help improve programs and services.
- Access to high quality and coordinated care that supports clients and systems to work in partnership.

### **What are the desired outcomes for the teams?**

- Teams feel supported in the delivery of quality programs, and by knowing that RCHS provides quality care to its clients. They are enabled to gain current knowledge through continuing education and training.

## **2. Client & Staff Well-Being**

Encouraging wellness in the work environment and best practices for clients.

### **What does this look like in practice?**

- Providing a safe, healthy, positive, and respectful environment for all individuals – this includes staff, those receiving services, visitors, and volunteers.
- Providing an environment that enables optimal outcomes for individuals and the organization.
- Promoting a positive work-life culture (which includes a “just” culture) and work-life balance.
- Investing in people by building interdisciplinary teams; optimizing communication and staff involvement; recognizing staff contributions; promoting learning; and increasing skills, competencies, and capacity.
- Using current and relevant knowledge and evidence to guide decision making (which may include systematic reviews, innovative practices, and lived experience).
- Monitoring, measuring, and evaluating safety and quality data to continuously improve the client and staff experience.
- Promoting knowledge exchanges, sharing lessons learned, and building capacity within the health and wellness system and most importantly, celebrating successes.

**What are the desired outcomes for those receiving services?**

- Health and wellness services are provided in a positive environment to enable optimal health outcomes.

**What are the desired outcomes for the teams?**

- Staff feel valued and the organization has a culture that is healthy and respectful.

**3. Risk Management**

Making evidence-informed decisions, understanding risk, the impact, likelihood, and mitigation strategies.

**What does this look like in practice?**

- Using current and relevant knowledge and evidence to guide decision making; this may include systematic reviews, innovative practices, and lived experience.
- Reviewing programs and services using a risk lens.
- Ensuring risk is included in new program implementation.
- Monitoring, measuring, and evaluating safety and quality data to continuously improve services.

In order to have the greatest chance of success, initiatives are informed with the best available evidence and based on sound planning.

- a. While remaining flexible, implementation is facilitated when stakeholders understand the steps and actions required.
- b. Consider and plan for all aspects that can support an improvement effort: people, process, information flow/information technology, equipment/capital, and structure.
- c. Ensure clear communication throughout the process: people need to understand why improvement is necessary, how the organization plans to improve, and which individuals are responsible for implementing change.

**What are the desired outcomes for those receiving services?**

- Health and wellness providers make decisions based on evidence. They share information, and experiences are used to help improve the health and wellness system. This means enhancing knowledge and evidence about safety and quality. Safety and quality data are collected, analyzed, and fed back for improvement.
- Programs and services are based on best practices and/or clinical outcomes. Experiences are used to determine how to improve outcomes and to develop strategies to improve care.

**What are the desired outcomes for our teams?**

- Quality assurance activities support the continuous quality improvement process. This will be enabled through data sharing and knowledge transfer, with the overall goal to meet or exceed indicators (i.e. criterion) of quality and safe care with each audit.

#### 4. Accessibility

Optimizing resources using evaluation tools to support community access to programs and services.

##### **What does this look like in practice?**

- Continuing to develop methods/models to help individuals access services when they need them.
- Ensuring services are available in a suitable setting and when possible, in a reasonable timeframe and distance.
- Providing services that are easy access (for example, physically barrier free, well-designed spaces).
- Achieving optimal access to programs and services by listening to staff, clients, and community members to better understand their needs.
- Implementation of quality improvement initiatives to optimize utilization of services and increase accessibility.

##### **What are the desired outcomes for those receiving services?**

- Access to safe, quality health and wellness services when needed.

##### **What are the desired outcomes for our teams?**

- Ability to respond and adapt quickly to the needs of the individuals being supported.

#### 5. Community Collaboration/Partnerships

Working with communities to anticipate and meet needs.

##### **What does this look like in practice?**

- Engaging communities and partners and provide meaningful ways for them to participate.
- Being transparent and accountable for health outcomes.
- Making decisions and investments that consider the full range of complex factors that influence health, including the social determinants of health, diversity, and health equity.
- Being open to new partnerships and opportunities which are presented.

##### **What are the desired outcomes for those receiving services?**

- The public is consulted and involved in a meaningful way.
- Factors that influence health are considered when decisions are made.

##### **What are the desired outcomes for the teams?**

- Ability to engage partners for support and assistance to improve outcomes for clients.

## 6. Equity and Efficiency

Respectful of diversity and equity and providing services that are fair and respectful to all.

### **What does this look like in practice?**

- Promoting, valuing, and respecting the healthcare rights of all clients and community members regardless of age, education, income, race, disability, geography, language, sexual orientation, gender, gender identity, and faith perspectives.
- Working collaboratively to reduce avoidable health disparities and promote health equity for all.
- Using a needs-based focus for the provision of services, so that those with the greater need receive greater access to culturally competent, culturally specific, and culturally safe services.
- Understanding and responding to the needs of diverse and marginalized populations.
- Monitoring, measuring, and evaluating safety and quality data to continuously improve services.
- Seeking methods to improve health outcomes and efficiency of services through research and knowledge translation.
- Promoting knowledge exchanges, sharing lessons learned, and building capacity within the health and wellness system.
- Using an equity lens to promote the distribution of resources fairly according to population need.

### **What are the desired outcomes for people receiving services?**

- Healthcare rights are recognized and supported. Clients are confident that health and wellness system resources are used appropriately and responsibly.

### **What are the desired outcomes for our teams?**

- Staff time and experience is optimized, and staff are supported.