



## **ADMINISTRATION AND MANAGEMENT NARRATIVE: PERFORMANCE AND QUALITY IMPROVEMENT (CA-PQI)**

The Administration and Management Narrative provides an overview of key practices that contribute to the performance and productivity of your organisation. This Narrative supports, but should not duplicate, evidence provided elsewhere in your self-study.

The Performance and Quality Improvement Administration and Management Narrative should provide the Peer Review Team with a clear *concise* description of how your organisation's PQI programme contributes to good use of limited resources, and achievement of the organisation's strategic and programme goals.

### **Purpose Standard: Performance and Quality Improvement (CA-PQI)**

**An organisation-wide Performance and Quality Improvement (PQI) programme advances prudent use of resources, efficient, effective service delivery, and the achievement of strategic and programme goals.**

Provide responses to the following questions that address your organisation's achievement of the PQI Purpose Standard. Highlight applicable obstacles and innovations, if any, in each of your responses.

1. Explain how your organisation defines and represents a culture that values quality, including:
  - a. how strategic priorities influence the quality improvement process;
  - b. how the CEO/Executive Director and senior managers promote a culture of service delivery excellence, customer satisfaction and continual improvement; and
  - c. fiscal and staff resources devoted to PQI.
2. How would your organisation describe its progress/status with implementing the PQI standards?
3. How do you know that your organisation's quality improvement process is working? Cite 2-3 examples of improvements that have been made in response to data/information generated by your PQI programme. Include at least one example of a service-delivery/client-related improvement and at least one example of an operations/management improvement.
4. Provide any additional details that would increase the Peer Team's understanding of how your PQI programme is increasing the organisation's viability and sustainability.

### **Attachments:**

- a. Completed List of Survey Recipients Form (See Stakeholder Survey Instructions).
- b. Completed Survey Distribution Totals Form.
- c. All COA-approved NA Requests.
- d. A list of all NAs applicable to your organisation provided within the standards.

### **Note:**

**Organisations being accredited for the first time:** Please provide information for the last year.

**Organisations being reaccredited:** Please provide information for the period since the last accreditation review.



**TABLE OF EVIDENCE: PERFORMANCE AND QUALITY IMPROVEMENT (CA-PQI)**

	<b>Self-Study Documents</b>	<b>On-Site Documents</b>	<b>On-Site Activities</b>
<b>CA-PQI 1 Leadership Endorsement of Quality and Performance Values*</b>	<ul style="list-style-type: none"> <li>▪ Long-term or strategic plan (See CA-GOV 6.03)</li> </ul> <p>For organisations seeking re-accreditation:</p> <ul style="list-style-type: none"> <li>▪ Pre-Commission Review Report (PCR)</li> <li>▪ Final Accreditation Report (FAR)</li> <li>▪ Maintenance of Accreditation (MOA) Reports for the three most recent years</li> </ul>	<ul style="list-style-type: none"> <li>▪ Governing Body minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Governance Chair</li> <li>b. Advisory/Governing Body members</li> <li>c. CEO</li> <li>d. Senior management</li> </ol> </li> </ul>
<b>CA-PQI 2 The Foundation for Broad Use of PQI*</b>	<ul style="list-style-type: none"> <li>▪ PQI plan</li> <li>▪ Short term/annual plan(s)</li> <li>▪ Job description of primary personnel assigned to PQI coordinating responsibilities (CA-PQI 2.05)</li> <li>▪ A document or chart that describes PQI structure including committees, work groups, and member lists, as appropriate</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. CEO</li> <li>b. Senior management</li> <li>c. PQI personnel</li> <li>d. Staff</li> </ol> </li> </ul>
<b>CA-PQI 3 Support for Performance and Outcomes Measurement*</b>	<ul style="list-style-type: none"> <li>▪ Description of what is being measured; including outcomes, outputs, indicators, and tools and instruments.</li> <li>▪ See PQI documentation provided with the Service Narratives</li> </ul>	<ul style="list-style-type: none"> <li>▪ PQI committee minutes or other documentation of stakeholder involvement in choice of outcomes, indicators, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. PQI personnel</li> <li>b. Relevant staff</li> <li>c. Other relevant stakeholders</li> </ol> </li> </ul>
<b>CA-PQI 4</b>	<ul style="list-style-type: none"> <li>▪ Sample reports of</li> </ul>	<ul style="list-style-type: none"> <li>▪ PQI</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:</li> </ul>



	<b>Self-Study Documents</b>	<b>On-Site Documents</b>	<b>On-Site Activities</b>
<b>Analysing and Reporting Information*</b>	<ul style="list-style-type: none"> <li>aggregated data</li> <li>▪ See PQI documentation provided with the Service Narratives</li> <li>▪ Stakeholder satisfaction survey instrument</li> </ul>	<ul style="list-style-type: none"> <li>committees/work groups minutes for analysing PQI information</li> <li>▪ Regulatory/licencing or other external reviews/reports (CA-PQI 4.04)</li> </ul>	<ul style="list-style-type: none"> <li>a. PQI personnel</li> <li>b. Relevant staff</li> </ul>
<b>CA-PQI 5 Use and Communication of Quality Information to Make Improvements*</b>	<ul style="list-style-type: none"> <li>▪ Annual performance score card, reports of gains made against goals, or other summary documents or reports provided to internal and external stakeholders</li> <li>▪ See PQI documentation provided with the Service Narratives</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of improvements made from the analysis and use of PQI data, e.g., revised procedures, training conducted, or implementation of an improvement plan</li> <li>▪ Board minutes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview: <ul style="list-style-type: none"> <li>a. PQI personnel</li> <li>b. Personnel at all levels</li> <li>c. External stakeholder groups</li> </ul> </li> </ul>
<b>CA-PQI 6 Staff Training and Support*</b>	<ul style="list-style-type: none"> <li>▪ PQI information provided to stakeholders</li> <li>▪ New personnel orientation materials (CA-PQI 6.02)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documentation of PQI orientation received by personnel</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview: <ul style="list-style-type: none"> <li>a. PQI personnel</li> <li>b. Personnel at all levels</li> </ul> </li> </ul>

**FUNDAMENTAL PRACTICE STANDARDS:**

<b>Essential Life and Safety</b>	<b>Health and Welfare</b>	<b>Client Rights</b>