



Template: PQI Information Packet for Stakeholders (CA-PQI 6.01)

CA-PQI 6.01 requires an organisation to make basic information about its PQI process available to its stakeholders. An organisation's stakeholders include any person, group, or organisation that has a vested interest in the services provided by the organisation. Examples can include: service recipients, citizen review and advisory groups, staff, funding organisations, referral organisations, vendors, consumer advocates, community partners, and governmental bodies, or others as defined by the organisation.

This template provides an outline of the elements of a basic PQI Information Packet for the organisation's stakeholders. It may be written as single document or a series of pamphlets. The Packet or elements of the Packet can be tailored to different stakeholder groups.

The standards listed next to the section titles should provide guidance as to the specific content to be included.

The Information Packet should not be long; no more than 3-7 pages.

[Document Title]
[Organisation Name]
[Address]

[Name and Title of Contact Person]
[Contact Information]

[Statement About Opportunities for Interested Stakeholders to Become Involved]

A. A Description of the Organisation's Philosophy of PQI (See CA-PQI 1, CA-PQI 1.02, CA-PQI 2.01, CA-PQI 3.01)

- Role and purpose of PQI in the organisation
- Promotes excellence and continuous improvement
- Broad-based, organisation-wide, inclusive of staff and stakeholders
- Support for strategic priorities and goals
- Addresses organisational performance, service delivery, and client outcomes
- Covers all programs and services



B. Outline/Overview of the PQI Process: (See CA-PQI 2.03, CA-PQI 5.01)

- Logic model, flow chart, or narrative description of the organisation's PQI Process / Framework (See PQI Flow Charts on COA's Standards website)
- Role, responsibilities, and composition of PQI Committee (See CA-PQI 1.02c, CA-PQI 2.02a, CA-PQI 2.05)

D. Stakeholders: (See CA-PQI 1.02f, CA-PQI 2.02d, CA-PQI 3.02, CA-PQI 3.04, CA-PQI 5.03, CA-PQI 5.05)

- How the organisation defines its stakeholders (See the interpretation to CA-PQI 2.02)
- How stakeholders are involved in PQI (See *Tip Sheet – Stakeholder Involvement*, on the standards website)

E. Brief Summary of What the Organisation is Measuring including the following categories:

- Long-term strategic goals (See CA-GOV 6.03)
- Management / Operations Performance (See CA-PQI 2.02c, CA-PQI 3.02, CA-PQI 3.03, CA-PQI 3.04)
 - See *Tip Sheet – Operations Measures* on COA's Standards website.
- Program / Service Delivery Effectiveness (See CA-PQI 2.02, CA-PQI 3.03, CA-PQI 4, CA-PQI 4.01, Service Narratives)
 - Note: Widely accepted dimensions of service quality include: accessibility, availability, efficiency, continuity, safety, timeliness, and respectfulness.
- Client and Program Outcomes (See Service Section Narratives and Service Section Purpose standards)

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