

April 2021 PQI Report

The areas of focus for the PQI Committee this month were refining the Community Partner Survey and reviewing the Health and Streets outcomes data.

Community Partner Survey

The PQI Committee reviewed last year's list of community partners throughout Kamloops, Merritt and Penticton. The updated list has been circulated to the coordinators and senior management for any missing contact information or additional partners to be added. Additional pharmacies, property management companies, and Interior Health program contacts were amongst some of the new partners to be included in the survey this year.

The committee also reviewed 2020's Community Partner Survey questions to edit and create the 2021 survey. Upon recommendation from the Sub-Committee for Program Participant Engagement, we are moving away from the term 'client' and replacing within the survey with language such as: program participant, resident, individual, and service recipient. We are also becoming more aware of respectful gender identity language and as such, have replaced 'he/she' with 'they' within the survey. Last year's nine categories of survey questions remain, with an addition question added regarding the safe delivery of services throughout the COVID-19 crisis. The ten categories within the survey are:

1. Mission
2. Core Values
3. Safety
4. Professionalism
5. Collaboration
6. Ethics
7. Integrity
8. Knowledge
9. Cultural Safety
10. COVID-19

The PQI Committee Chair has circulated the 2021 Community Partner Survey, alongside the Community Partner list, to senior management and the coordinators for feedback. The survey will be circulated by Wednesday, May 5th.

Review of Health and Streets Data

Upon review of the information received by the Committee Chair, it was felt that while there was a large amount of data received from the different programs, it primarily reflected outputs, rather than outcomes. The chair is still working on how to measure whether program participants feel their needs are being met within out health, streets, and outreach services. Need to confirm what it is that can be measured to show that ASK Wellness Society is making an impact. The chair will be connecting with the COA representative for support and ideas from other agencies.