

## Appendix A

### Processes of the Quality Improvement Program

#### Functions and Delegations

Position	Delegation/Task
Board of Directors	<ul style="list-style-type: none"> <li>• Approve Helping Hands' strategic direction, which guides quality improvement processes</li> <li>• Endorse the Quality Improvement Policy</li> <li>• Ensure QIP is reviewed at each Board meeting</li> </ul>
Departmental Directors	<ul style="list-style-type: none"> <li>• Develop, review and implement the QIP</li> <li>• Approve the Quality Improvement Policy</li> <li>• Participate in internal and external audit activities, as appropriate</li> <li>• Report on QIP progress to Board of Directors</li> </ul>
Coordinators	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy and Framework; demonstrating its values</li> <li>• Monitor QIP line after hours</li> <li>• Support staff to coordinate Helping Hands' continuous quality improvement systems and practices</li> <li>• Participate in and lead quality improvement activities, as relevant</li> <li>• Provide leadership and resource support to quality improvement staff and activities</li> <li>• Escalate issues outside Coordinators' scope to Departmental Director level</li> <li>• Report to the Director of Client Services QI summaries monthly</li> </ul>
Quality Improvement Committee	<ul style="list-style-type: none"> <li>• Analyse trends and recommend actions systemically</li> <li>• Advise QIP Officer</li> <li>• For the first 12 months, test processes and procedures</li> </ul>
Quality Improvement Officer or designate	<ul style="list-style-type: none"> <li>• Monitor client Quality Improvement telephone line during regular business hours and after hours, as needed</li> <li>• Identify areas of opportunity for quality improvement</li> <li>• Code concerns/complaints by level of severity and forward to departmental Coordinators</li> <li>• Identify and track trends, train staff accordingly</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• Comply with the Quality Improvement Policy and Framework</li> <li>• Promote and demonstrate commitment to quality improvement</li> <li>• Assist management to carry out tasks related to quality improvement activities</li> </ul>