

6.1 OUTCOMES MANAGEMENT POLICY

Overview:

BACI is committed to a process of ongoing self-evaluation and improvement (continuous quality improvement) for each of the services that it provides. This will be achieved by setting outcomes for each service, measuring success in achieving outcomes, formulating an “Outcomes Management Report” and implementing plans to improve services based on the Outcomes Management Report.

Setting Outcomes:

An outcome is a program goal and/or expectation. Outcomes establish goals or objectives of the service and/or program. The individuals receiving services and other key stakeholders will play a role in identifying and altering the program outcomes.

Measurement:

The collection of information will be designed to measure our success in achieving program outcomes in four areas:

- Effectiveness – the achievement of program/personal outcomes
- Efficiency – the ability of a program to provide services in an accountable and productive manner
- Satisfaction – the approval and contentment of stakeholders with BACI services and programs
- Service Access - waiting time for routine or emergency service, convenience of service hours and locations, and time taken to set a first appointment or orientation.

The Program Manager (or designate) is responsible for measuring the achievement of the outcomes and then reporting the results to the stakeholders.

Input:

One of the data sources used to measure success in achieving program outcomes is input. Input is the feedback and information gathered from stakeholders. Information and feedback is collected from stakeholders regarding the effectiveness, efficiency, and satisfaction of services and/programs.

We will obtain input from persons receiving services and other key stakeholders on a minimum yearly basis. Each program and/or service will gather input from its stakeholders. Input is collected in a variety of ways. Input from stakeholders is used to direct the continual improvement of services and programs. Input is collected from stakeholders in a way that is most understandable and meaningful to them.

The Program Manager (or designate) will be responsible for obtaining input from the stakeholders.

Note: Financial reports, intake data, program timelines, demographic reports, and the information management system may be used as other sources of data to determine program efficiency.

Stakeholders:

Key stakeholders are individuals and/or groups of individuals that receive services with Burnaby Association for Community Inclusion. Other key stakeholders may be individuals and/or groups of individuals who do not receive services, but are directly related to the services provided in the organization.

The Burnaby Association for Community Inclusion identifies the following individuals and/or groups of individuals as key stakeholders:

- People receiving services
- Families of individuals receiving services
- Friends of individuals receiving services
- Significant others of the individuals receiving services
- Board of Directors
- Members of Burnaby Association for Community Inclusion
- Funders
- External Supporters and/or Partners
- Professional Support/Consultants
- Employees
- Community members.

Ways to Gather Input:

Each program/service will utilize a combination of qualitative and quantitative ways to gather input from stakeholders. The following are possible ways to gather stakeholder input, but are not limited to:

- BACI Guidelines for Personal Planning
- BACI Guidelines for Reporting
- BACI Guidelines for Service Evaluation
- BACI Guidelines for Service Response Planning
- Individual Service Plans
- Satisfaction Surveys
- Personal Contact
- Exit Surveys
- Exit Interviews
- Focus Groups
- Advisory Committees/Councils
- Community Forums
- General Meetings

- Board Meetings
- Staff Meetings

Analysis:

The input gathered from stakeholders is analyzed through various quantitative and qualitative techniques and strategies. The data analysis technique or strategy used will depend on the type of data collected. The input is examined to find the effectiveness, efficiency, and satisfaction levels of each service and/or program. The effectiveness, efficiency, and satisfaction of a program may be measured based on personal outcomes or collective stakeholder outcomes.

Outcomes Management Report:

The Outcomes Management Report will be produced annually. The Outcomes Management Report will summarize the findings of stakeholder input and overall program performance. It will identify the following:

- Participating stakeholders
- The process of determining the outcomes for each program
- The outcomes measured
- The data collection process and tools
- The results of the data collection

It will also contain a Business Improvement Plan for the improvement of each service area.

The Manager of Human Resources and Quality Assurance (or designate) is responsible for producing the Outcomes Management Report. The Program Manager (or designate) is responsible for completing the Business Improvement Plan, which will outline the plans for the improvement of each program/service.

The Executive Director will submit the Outcomes Management Report to the Board of Directors and then report to stakeholders.

Decisions for service changes and future planning will be made based on the analysis of input and success in achieving outcomes. The decisions may affect both individual programs/services and the overall organization.

Service Improvement Plan:

Each Program Manager will develop a formal plan to improve services based on the analysis in the Outcomes Management Report. The plan will establish the future direction, essential functions, staff development, and decision-making for the program. Implementing stakeholder input into services is a way to insure the Burnaby Association for Community Inclusion continues to improve its overall quality as an organization and support the people receiving services in the best possible way.