

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 interested parties 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 interested parties 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 interested parties.

Input:

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

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

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

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.

Interested Parties:

Interested parties are individuals and/or groups of individuals that receive services with Burnaby Association for Community Inclusion. Other interested parties 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 interested parties:

- 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 interested parties.

Analysis:

The input gathered from interested parties 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 the collective outcomes of interested parties.

Outcomes Management Report:

The Outcomes Management Report will be produced annually. The Outcomes Management Report will summarize the findings of interested parties' input and overall program performance. It will also contain a Business Improvement Plan for the improvement of each service area.

The Senior Manager of Human Resources and Quality Assurance (or designate) is responsible for producing the Outcomes Management Report. The Chief Executive Officer (CEO) is responsible for developing the Business Improvement Plan, which outlines the plans for the improvement of each program/service.

The CEO will submit the Outcomes Management Report to the Board of Directors and then report to interested parties.

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.

Business 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 the input of interested parties into services is a way to ensure that BACI continues to improve its overall quality as an organization and support the people receiving services in the best possible way.

Linking Policies

- 1.1 Vision & Mission Statements
- 1.2 Guiding Principles
- 1.3 Quality Assurance
- 1.8 Code of Ethics
- 1.12 Corporate Responsibility Policy
- 1.16 Disability Confidence Policy
- 2.1 Accessibility Policy
- 7.5 Adult/Youth Service Evaluation Policy
- 9.1 Rights & Responsibilities of People with Disabilities