

7.5 Service Evaluation

Purpose

BACI is dedicated to providing quality services and has developed a set of 'Indicators of Quality Services'. These indicators are our internally developed standards and are also referred to as 'The General Expectations for Service Delivery' or 'Indicators of Service Quality'. Each year, the services provided at the personal and program levels are reviewed to discover whether we are meeting our own standards. Depending on the results, we either celebrate or get to work developing a service improvement strategy – usually a bit of both.

Policy

BACI will conduct service evaluations, as outlined in the 'Guidelines for Service Evaluation' in all applicable services on annual basis.

Scope

The applicable services include: Infant Development Program (IDP), Children's Services, and Adult Services.

Guiding Principles

The 'Guidelines for Service Evaluation' will be used to guide the process.

Service evaluations will be a self-reflective, collaborative process that involves staff and relevant members of the person's network of friends and family where appropriate.

Service evaluations will be evidence-based, meaning that the effectiveness, personal relevance and satisfaction of the service recipient will be evaluated objectively.

The 'Guidelines for Service Evaluation' are part of BACI's Quality Assurance Processes and are linked to other Quality Assurance initiatives, such as personal planning and outcomes measurement.

The 'Guidelines for Service Evaluation' as an internal evaluation process will link to external evaluation processes such as CARF Accreditation.

Implementation

The 'Guidelines for Evaluating Service Quality' provide a framework and procedure for assessing the quality of service provided within BACI's Youth and Adult Services Departments and will be used to guide the internal service evaluation process.

The evaluation process occurs at least annually for each person receiving service and each program. There are two ways service evaluations could be implemented. It can be led by Quality Assurance team or as self-evaluation for the service. If it is decided that self-evaluation is the format chosen, the Program Manager will lead the evaluation and the Quality Assurance team will guide and support them through the process

Reporting and Monitoring

The findings of the service evaluation process will inform and be reported through BACI's Outcomes Management and Measurement Report. The recommendations for service improvements flowing from the service evaluation will be articulated in the Annual Business Improvement Plan.

The Quality Assurance team, as well as the Senior Managers of the program areas, will action the items articulated in the Business Improvement Plan and will be held accountable for the demonstration of improved service quality when appropriate.

Linking Policies/Procedures:

- 1.3 Quality Assurance
- 1.3a Quality Assurance – Children’s
- 1.8 Code of Ethics
- 2.1 Accessibility Policy
- 6.1 Outcomes Management Policy
- 7.1 Individual Support Planning
- 7.2 Personal Service Planning Policy
- 7.4 Service Transition Policy