

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: OUTCOMES MANAGEMENT**

**Applies to:** All Personnel

Original Date: September 29, 2006

Effective Date: October 14, 2022

Replaces Procedure Dated: March 28, 2017

1. Under the direction of the Activity Quality Assurance Manager (AQAM), the Pathways Abilities Society's leadership team reviews the previous year's Outcomes Measurements in the month of February to determine if they apply to the next reporting period.
2. Copies of the reviewed Outcomes Measurements are distributed, for staff and individuals' input and once completed are posted.
3. In the month of April, the AQAM gathers the data that supports the Outcomes Measurements for the reporting period (previous year) to determine if the targeted goals were met. The AQAM concludes the previous year's Outcomes Measurements Action Plan.
4. The AQAM distributes the results to all service areas and a copy is included in the society's Annual Report in September (Outcomes Measurements Results).
5. The AQAM brings the report to the first leadership meeting in April and an Action Plan is developed to address the targeted goals not achieved.
6. The Action Plan is distributed and posted in all service areas.
7. The AQAM meets with service area managers and supervisors to develop, implement and monitor actions in the outcome objectives action plan.

### **Surveys**

1. In the month of February, the AQAM reviews the Person's Served, Family, Stakeholders, and Employee surveys to ensure they reflect the information Pathways Abilities Society requires to continue to provide quality services.
2. In the month of March, the AQAM completes the appropriate section of each survey and sends it to Persons Served, Families, Stakeholders, and Employees, allowing three weeks for the surveys to be returned.
3. If the person or group is involved with more than one area as identified in the Outcomes Measurements (Homes, Activity Service, Social Ventures, and ICO), the person completes a survey for the service area that they spend the most time in. If the person is involved in Social Recreation, they will also complete a survey for that area.

4. Upon receipt of the completed surveys, the AQAM quantifies the results to determine if the targeted goals were met.
5. Targeted goals not met are added to the Outcomes Measurements Action Plan. Complete steps 5 to 8 stated above.
6. Employees' survey actions will be based on previous percentages and areas where the greatest improvement is required.