

PATHWAYS ABILITIES SOCIETY

POLICY: OUTCOMES MANAGEMENT

Applies to: All Personnel

Original Approval Date: October 30, 2006

Date Board Approved: October 14, 2022

Replaces Policy Dated: March 4, 2013

Board Member's Signature

PREAMBLE

In accordance with CARF, Pathways develops and implements performance measurement and management plans, or outcomes, to strive for improvement for the service provided to persons served, other organizations and the agency itself.

Outcomes are developed for every service area and must include indicators for:

- Resources used to achieve results for the person served (efficiency).
- Results achieved for the persons served (effectiveness).
- Experience of services received and other feedback from persons served and other stakeholders (satisfaction).
- Measure if the person served received what they needed when they needed (service access).

POLICY

Pathways Abilities Society sets outcome objectives on an annual basis in an effort to improve the service provided to individuals and other stakeholders and to achieve the long-term goals of the strategic plan, the society's mission statement and vision. A critical component of quality, the implementation of performance measurement and management systems for both business and service delivery, allows an organization to look objectively at how well it is accomplishing its mission.

The Activity Quality Assurance Manager (AQAM), with input from individuals served, employees, the leadership team, and other stakeholders, develops outcome objectives and measurements in the month of February and distributes for Board and agency input. Pathways Abilities Society outcome measurements focus on effectiveness, efficiency, service access, and satisfaction to ensure continued quality improvement. In order to ensure that efforts are focused towards achieving the outcome objectives, the AQAM with input from the Leadership team, creates and monitors an action plan.

Pathways outcome measurement-reporting period is April 1 – March 31. Outcomes data includes annual satisfaction surveys, individual goal development and specific goal targets for each service area. The data is collected annually, analyzed and the results are reported in the Pathways Abilities Society Annual General Meeting report. The results are used to improve our services, service delivery, and business function.