

M.A.D. Adventures

(Mainstream's Accreditation Dream)

How we do our work is as important as the work we do

QUARTERLY REPORT

Our second quarterly report was released in April of this year and showed the remarkable progress that has been made towards meeting all 158 accreditation standards. At that time, we announced that we had met 91/158 standards, or 58%. Since then, we have continued to make significant progress towards meeting the remaining standards. Here is a summary of some of the highlights of the past three months.

Domain 3: Health, Safety and Wellness.

Mainstream already had a very comprehensive health, safety and wellness program which made tackling this domain a lot less intimidating. Even before we made any changes, we already met 14/25 standards or 56%. Still, there were 11 unmet standards to deal with and we could not have done it without Margaret's support. She was instrumental in updating policies and practices and developing new forms to ensure we met every standard. One of the biggest tasks in this domain was ensuring that we met all of the fire safety regulations. Tracie took on the challenge of completing fire plans for both 263 and 91 Pelham Road. These plans have just recently been approved by the Fire Department and we are proud to announce that we have now met all 25 standards in this domain.

DOMAIN 3	July 2008	June 2009
# Met	14	25
# Partially Met	11	0
# Not Met	0	0
% Met	56%	100%

Domain 6: Continuous Quality Improvement, Accountability and Organizational Learning

Domain 6, with only 8 standards, might seem simple after the 25 standards of Domain 3 but don't let the small number of standards be misleading. This domain has been, and will continue to be, a challenge. This domain focuses on improving the quality of service provided and promoting an environment that encourages learning and growth. FOCUS challenges us to

undertake both short and long term planning for the agency using feedback both from within and outside of the agency.

Continuous quality improvement means that we are always working to find better ways of providing service by reflecting on our past performance and learning from experience. To meet the standards in this Domain, we have come up with an ambitious plan which involves conducting an annual agency-wide evaluation and using the feedback we receive to create an Outcomes Management Report. This report will highlight areas in service that we need to address and serve as a guide for the upcoming year. It is an exciting undertaking and will help us demonstrate our successes from year to year.

Our plan is to release the first complete Outcomes Management Report by June of 2010 but we hope to create a smaller version by the end of this summer.

We have gone from meeting 0% of this Domain to meeting 75%. There are two standards remaining. The first will be met once a Continuous Quality Improvement policy is written and approved. The second will be met once we finalize what aspects of service we want to evaluate in the Outcomes Management Report and develop the annual surveys that will be going out to staff, people using services and stakeholders.

DOMAIN 6	July 2008	June 2009
# Met	0	6
# Partially Met	7	2
# Not Met	1	0
% Met	0%	75%

Domain 7: Communication and Information Management

Domain 7 challenges us to develop and maintain clear and positive communication with internal and external stakeholders. When we first reviewed this Domain, we did not meet any of the 10 standards and we had several challenges to overcome. FOCUS will be looking at several aspects of communication

QUARTERLY REPORT

They want to know how we ensure that the communication methods of each person using services are known and supported. How do we respond to various communication styles and how do we support people to develop the skills needed to resolve problems and communicate effectively?

We developed several tools to help us meet these standards. The Risk and Safety Information Form that was developed in response to an earlier standard was adapted to allow us to document each person's communication method and what, if any, supports they require. We also developed a Problem Solving Form. This form is designed to encourage dialogue and help a person work through the problem solving process. This form is also a great way of tracking what support has been offered when a person using services identifies a problem.

We have one remaining standard in this Domain. We need to develop a Communication Plan for Mainstream that outlines how we communicate with key stakeholders and how we evaluate the effectiveness of our communication.

DOMAIN 7	July 2008	June 2009
# Met	0	9
# Partially Met	9	1
# Not Met	1	0
% Met	0%	90%

Domain 8: Records Management

The guiding principle of Domain 8 is that information about people is used in a manner that safeguards rights and is only made available to those who need to know it. When we first reviewed this Domain, we did not meet any of the 6 standards. Since the Gap Analysis, we have put several measures in place to ensure that the records we keep both for people using services and personnel, are confidential, current and adhere to privacy legislation.

Release of Information forms are now signed annually by each person using services. All records are kept in locked locations and any confidential information kept on computers is password protected. We have developed a system for people who want access to their records and have implemented a monthly inspection of files in each program to ensure that they are complete and accurate.

We have one remaining standard in this Domain. This standard has to do with our system for removing, transferring and destroying records. In order to meet this standard, we need to formalize a process for destroying old records and files which are no longer needed and ensure that any remaining records are organized and locked to ensure confidentiality.

DOMAIN 8	July 2008	June 2009
# Met	0	5
# Partially Met	5	1
# Not Met	1	0
% Met	0%	83%

Summary

It has been another busy three months and we are inching ever closer to meeting all 158 standards. As of June 30th, we meet 120 standards. That puts us at 75%! Our goal over the next two months is to complete the remaining standards and prepare all of the required documentation which needs to be sent to FOCUS. All documentation is due by the beginning of October so that it can be reviewed before their site visit in December. It's going to be a busy summer but we are almost there. A big thank you to everyone for all of the work that they have done and continue to do to help make our accreditation dream a reality!

Total Standards: 158	July 2008	December 2008	March 2009	June 2009
# Met	43	69	96	120
# Partially Met	107	82	57	34
# Not Met	8	7	5	4
% of Standards Met	27%	44%	60%	75%