**CENTRETOWN COMMUNITY HEALTH CENTRE**

**QUALITY IMPROVEMENT ACTION TEAM (QIAT)**

**TERMS OF REFERENCE**

**MANDATE**

The Quality Improvement Action Team (QIAT)assists the board inoverseeing and ensuring the overall quality of services provided by Centretown Community Health Centre including clinical care, safety, community supports, French language services, and administrative services provided throughout the organization. In keeping with this mandate, QIAT will oversee the development of the measures to track progress towards achieving our strategic goals.

**RESPONSIBILITIES**

1. To promote a culture of excellence through the continued development and implementation of the Centretown CHC Quality Framework;
2. To align with quality requirements of the [*Excellent Health Care for All*](http://www.health.gov.on.ca/en/legislation/excellent_care/)Act;
3. To develop/oversee an annual *Quality Improvement Plan;*
4. To monitor and report to the Board on the status of the *Quality Improvement Plan –* through a *Twice-Annual Quality Monitoring Report*
	1. Monitor and report to the Board on quality issues and on the overall quality of services provided at Centretown CHC (making use of appropriate data).
		1. This includes the review of critical incident data.
		2. This includes considering recommendations made by Management that relate to systemic or recurring quality of care issues at Centretown CHC
5. To monitor and report to board on the status of the recommendations from the [Canadian Centre for Accreditation;](http://canadiancentreforaccreditation.ca/)
6. To monitor and report to board on the status of CCHC’s French Language designation;
7. To monitor and report to the board on the status of any recommendations on quality from the Local Health Integration Network and other funders;
8. To recommend education programs concerning quality for members of the Board;
9. To provide advice and direction to the board on progress toward strategies and goals included in the strategic plan
10. To consider and make recommendations to the Board regarding quality improvement initiatives and policies
11. To ensure that best practices information is shared with staff and monitor the use of these materials.
12. To carry out any other related responsibilities such as:
	1. Ensuring client experience surveys are carried out every 12 months
	2. Ensuring staff surveys are carried out at least every 2 fiscal years
	3. Ensuring that there is a client relations process that reflects the client declaration of values
	4. Ensuring that there is a Centretown CHC declaration of client values publicly available
	5. Ensuring there is continued attention to Risk Management as it relates to Quality

**ACCOUNTABILITY**

QIAT is accountable to the Board. The committee will keep the Board informed through reports at regularly scheduled Board meetings.

**MEMBERSHIP**

QIAT must be chaired by a Board member and must include francophone representation. The committee shall consist of:

* Members of the Board with interest or knowledge in the area of quality, client safety or performance measurement (Chair);
* Front line staff
* Manager
* Executive Director
* Health Data Analyst
* Community volunteer(s)

**MEETINGS**

QIAT will meet three or four times a year or as required.

**Approved by committee: November 16, 2015**

Approved by the Board: November 24, 2015