



GROCER-EASE: QUALITY IMPROVEMENT PLAN 2023-24

AIM		MEASURE					CHANGE	
Quality Dimension	Objective	Indicator	Current Performance (YE 2022/23)	Target (2023/24)	Target Justification	Improve or Maintain	Planned Improvement Initiatives	Methods and Process Measures
Access	Improve Food Access	Number of food bank deliveries to supports clients on the GE caseload that qualify for this service.	385	390	Previous organization performance (internal target)	Maintain	Provide 25 food bank deliveries monthly.	# Completed
Equitable	Improve Food Access- Diverse populations	Identify and develop connections with cultural groups in the community.	7	2	Internal target	Improve	Develop collaborative relationships with cultural groups in the community to expand Food Security Hubs.	# Completed
Kind	Reduce Social Isolation	% of clients who agree their isolation is reduced	90%	85%	Improve client’s community connections	Maintain	Increase response rate from Client satisfaction Survey.	% Compliance
Client-Centered	Achieve High Client Satisfaction	Percent of seniors who agree they’re satisfied at annual review.	98%	95%	Previous organization performance (internal target)	Maintain	Achieve 95% in both categories by year-end.	% Compliance
		Percent of seniors who agree they’re involved in decisions about care at annual review.	98%	95%	Previous organization performance (internal target)	Maintain		