

Huddle #1 Notes: Intro & Governance

1. How does Circle of Care's mission, vision, and values connect to the work you do every day?

Circle of Care's mission, vision, and values define who we are as an organization and what we are working toward over the next five years. They provide a foundation for decision-making and help guide projects, initiatives, and priorities across all programs and departments.

For example, the Human Resources team has reviewed its core documents and integrated Circle of Care's mission, vision, and values into its processes and procedures. This includes aligning interview questions with these principles to ensure prospective employees understand what our organization stands for and to support hiring decisions that reflect our values.

Similarly, the Client Services team provides ongoing education to staff, including Personal Support Workers (PSWs), on the organization's mission, vision, and values through team meetings and other learning opportunities. This helps employees understand how their work contributes to Circle of Care's goals and how initiatives, such as caseload realignment, support our broader organizational priorities.

2. What are the organization's main goals right now, and how does your team help achieve them?

Circle of Care's main goals relate to our strategic plan, which is developed with both internal and external members. Our Operational Plan and Quality Improvement Plan outline the major objectives our organization has for the year in order to help keep us on track to meet the goals in our Strategic Plan.

The Operations team is currently working to enhance timely access to care by aiming to connect clients, caregivers, and staff with a live call centre representative as fast as possible. They do this by analyzing data on their calling platform, RingCentral, and making decisions based on the trends they see. For example, they've adjusted their staffing levels to align with peak call volumes in order to reduce the amount of time a caller is waiting on the phone to speak with a live Client Services Representative. This initiative is outlined on our Quality Improvement Plan.

As part of our "Reimagining Excellence in Care" pillar on our Strategic Plan, we are working to find a new Customer Relationship Management System (CRM) to help us better meet the growing needs of our community.

Updates about progress on projects and initiatives are regularly provided to staff and volunteers through Town Hall Presentations, newsletters, and team meetings to ensure that everyone has a chance to provide feedback on how to keep improving.

3. How can you tell if your team is doing a good job and providing quality care and service?

We receive feedback from clients and families on a regular basis and make adjustments accordingly. At the Adult Day Program, feedback is collected by Madeline daily through the conversations she has with clients and families. Our new Client and Caregiver survey was launched earlier this year, and data is analyzed twice a year, with feedback shared with teams. This helps guide teams in making decisions about changes and improvements within their areas of work.

Our Balanced Scorecard also helps us track our performance using data and targets. We track missed care rates, complaints rates, live call answer rates, and many more. This helps us track progress towards our goals and lets us know whether we are meeting our targets. Information is shared within teams to keep everyone informed on the progress we are making.

4. Can you share an example of a change or improvement that has made care safer, better, or more positive for clients?

During the Annual Policy Review meetings held at the Adult Day Program, staff are able to provide their feedback on areas of improvement. Following this year's meeting, a change was made to have Program Assistants change their gloves between administering medication to different clients in order to better align with best practice. Spot checks are also done at the Adult Day Program on hand hygiene, medication administration, and cleaning of surfaces and wheelchairs. Feedback and learnings from these spot checks are shared with staff to make care safer, better, and more positive for our clients.

Within the Operations team, surveys are conducted each year to get a pulse check on how things are going. Performance meetings are also done with our funders to determine how where feedback can be gathered on performance. Using this information, changes are made to improve client care. For example, this year, Quality, IT, and Operations got together to re-evaluate caseload sizes to equalize workload for staff to ensure better individualized care for our clients. In addition, the Operations team partners with Human Resources to determine priority hiring needs that directly align with the needs of our client population. This helps ensure clients are able to be matched with staff who are best suited to meet their needs, supporting the delivery of high-quality care.