



PONOKA FAMILY AND COMMUNITY SUPPORT SERVICES

Quality Improvement Client Information

What is Quality Improvement and how does it benefit me?

Quality Improvement is the use of processes and tools to try to continuously improve outcomes for clients in regard to their care and safety. Clients benefit from Quality Improvement because the process ensures that every effort is made to make clients safe and happy within all of Ponoka FCSS's programs.

What does the FCSS Quality Improvement Committee do?

The FCSS Quality Improvement Committee meet regularly to discuss client concerns, staff errors, client safety issues, and plan and implement strategies to improve programming.

Who sits on the Committee?

Numerous people are part of the committee including the Executive Director, FCSS Board Members, Home Care Administration Staff, Health Care Aides, Home Support Workers, FCSS Administrative team members, Volunteers, and clients and family members (past and present). This group of people give the committee a broad range of backgrounds, knowledge, culture, and experiences. They assist to make the best possible decisions on behalf of the organization and clients.

What can I, as a client, do to help?

As a client, you can assist by letting the FCSS office know if there are any suggestions, compliments, or concerns with programming or care. Call the FCSS office or fill out a 'Client Compliments and Concerns' form. Forms can be located at the office, on our website, and are given to all new Home Care or Home Support clients. All client and staff reported suggestions, concerns, incidents, and compliments are taken to the next scheduled meeting to be discussed.

Ponoka Family and Community Support Services
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Open Monday – Friday 8:30-12:00; 1:00-4:30 (Closed Statutory Holidays)