

## Performance Improvement Report

This report is for Self-Advocates and other people supported by AiMHi and is written in plain language so everyone can understand what the Performance Improvement Report is about. AiMHi is accredited by an organization called CARF (Commission on Accreditation of Rehabilitation Facilities). There are many standards we need to meet in order to be approved by CARF.

There is a committee called the Performance Improvement Committee whose job it is to ensure that AiMHi is providing services that offer an **Experience**, that is **Effective**, **Efficient**, and allows **Access** to services. The committee also works on **Accessibility**. To find out if AiMHi is doing this, the Committee asks for the thoughts and opinions of:

- Self-advocates
- People supported by AiMHi
- Family and friends
- Professionals
- Employees

### Experience

Our surveys show that most people are happy when we asked how they felt about the services they or their family members received from AiMHi. Families also felt that the support AiMHi has given them with their children is what they were looking for.

### Effectiveness

People shared with us that they feel their goals and wishes were respected. This is very important to everyone at AiMHi.

### Efficiency

Person Centered Planning is important at AiMHi. It is how we help to make sure that everyone has a say in how they live their lives, make goals and plans and have good relationships with family and friends. There is a committee at AiMHi who makes training for employees to do Person Centered Planning every year.

### Access

There are no waitlists for services at AiMHi. People access services at AiMHi by contacting Community Living British Columbia or the Ministry of Children and Family Development. Referrals are sent to AiMHi from those agencies.

### Accessibility

People receiving services at AiMHi sometimes face challenges as they get older. AiMHi helps to solve these problems by:

- Working with Health Services for Community Living to help employees get training on using assistive devices like lifts to help people get up or into a bath.
- Have training for employees on ShareVision to learn about aging.
- Advocate in the community to make places like the swimming pool and parks accessible for everyone.

If you ever have concerns or questions, your Peer Advisor, Penny Soderena-Sutton, is always happy to speak with you and find you some answers. 😊

To all the self-advocates, community stakeholders, employees and family members who took the time to put their opinions on the surveys, we would like to say a big

**THANK YOU!**

### **Performance Improvement Committee**

- Co-Chairs: Lee Miners and Robin Ehses

#### Committee Members:

- Wendy Goyer
- Bonnie Chow
- Vera Donald
- Laura Waddell
- Judie Russman
- Penny Soderena-Sutton
- Destiny Heidsma
- Cindy Buker



Photo by Grady Aubichon

**PERFORMANCE IMPROVEMENT**

**REPORT – 2022**

**PLAIN LANGUAGE**