

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 beliefs and values are respected. This is very important to everyone at AiMHi.

Efficiency

The employees at AiMHi have training that they do every year on ShareVision. This helps them to do their best work in caring for others. It helps employees to learn about health and safety for everyone and how to help people with their goals, culture and medications.

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 faced some challenges accessing services during the COVID-19 pandemic. There were many changes happening all the time. AiMHi helped to solve these problems by:

- Having some meetings and check-ins over the phone or computer with ZOOM.
- Helping people to have masks and hand sanitizer and keep safe distances when meeting in person.
- Helping people to work on goals and get around safely.
- Helping people to get their COVID -19 vaccinations and boosters.
- Helping people to understand new changes that came with COVID-19 restrictions.

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

- Chair: Jason McAllister

Committee Members:

- Destiny Heidsma
- Bonnie Chow
- Vera Donald
- Cindy Buker
- Lee Miners
- Judie Russman
- Penny Soderena-Sutton
- Angela Aubichon



Photo contest winner – Anita Lauder

PERFORMANCE IMPROVEMENT

REPORT – 2021