

Outcome Evaluation

Purpose *To outline how ASC facilitates continuous quality improvement and outcome evaluation.*

Policy

Statement *ASC’s Vision, “Excellence through listening, learning and leading” speaks to a commitment of continuous quality improvement. ASC “listens” through means such as data collection and consultation with stakeholders, “learns” through outcome evaluation, and “leads” through planning for innovation and continuous quality improvement.*

The ASC Board of Directors sets a frame work for organizational outcomes, monitoring and evaluation through the development of an overall Organizational Strategic Plan. This plan identifies the goals and outcomes that provide direction for the organization as a whole (see also Planning and Evaluation Policy and Procedure).

ASC has multiple services, funders, contractual arrangements, reporting requirements and cross region affiliations. In addition to the overall organizational outcomes, within each distinctive service area, there is identification of individual goals and outcomes and/or service area goals and outcomes. These reflect the service provided and the expectations of the contractual relationship.

All levels have a process for:

- Identification of individual and/or program goals and outcomes*
- data collection methods and tools*
- A minimal annual reporting process for outcome evaluation*
- Planning for quality improvement based on evaluation results that address positive outcomes, outcomes that weren’t achieved as well as negative and/or unanticipated outcomes.*

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Individual goal and outcome evaluation

There are service areas within ASC that establish service plans at the individual level which incorporate the following:

- Identification of individual goals and outcomes
- Identified strategies/actions to assist in achieving goals and outcomes
- Identified data collection methods and tools
- Monitoring/review processes
- Communication of results to the individual/parent/guardian
- Processes for individuals to adjust goals/outcomes
- Orientation/training for employees
- Processes for individuals/parents/guardians to evaluate supports and services

Service area outcome monitoring and evaluation

Service areas within ASC have a process for outcome evaluation and continuous quality improvement expectations which are identified within the specific contractual agreement. Reporting timelines are also established within the contractual agreement.

In addition to the outcome reporting in relation to the specific contractual agreement, service areas of ASC provide an annual report to the ASC Board of Directors. Collectively these become the ASC Annual Service Area Outcome Evaluation and are maintained on file. Results of the annual service outcome evaluations are used in conjunction with overall organizational strategic planning processes.

Organizational outcome monitoring and evaluation

The ASC Board of Directors sets the framework for organizational outcomes through the development of the ASC Organizational Strategic Plan which takes into consideration such factors as:

- Needs as identified by stakeholders
- Results of annual service area outcome evaluations
- Adherence to ASC's bylaws and objectives

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Outcome Evaluation Procedure Continued...

- External and Internal opportunities and challenges
- Contractual agreement requirements and obligations
- Business and operational considerations
- Continuous quality improvement

ASC maintains a flexible process which includes a “working document” for the ASC Organizational Strategic Plan. This allows for the continuous addition of objectives, strategies, timelines and identification of responsibilities to achieve goals and outcomes. This also allows for a process to add or delete goals, and address outcomes that may be unanticipated, negative or outside of the intended plan. The ASC Organizational Strategic Plan is reviewed and updated on a quarterly basis by senior leadership and the Board.

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