



## Quality of Clinical Services

1

### Enhanced Clinical Performance

Training and communities of practice that enhance knowledge of professionals by providing them with the tools required for optimal clinical performance.

Employee leadership as a means to continuously improve clinical performance.

2

### Enhanced Organizational Efficiency

Clear and streamlined processes to better serve the people in need of our services.

A responsible and proactive approach to optimize the relationship between the services provided, and the human and financial resources invested.

3

### Enhanced Quality of Life for Clients

Client-centred services through empirically validated approaches and tools.

A culture of quality that promotes the continuous improvement of our services.

Valorized clients involved in the decisions that concern them.

### Our Values

Caring • Competence • Commitment • Professionalism • Interpersonal Skills



### VISION

Valoris is a professional integrated social service organization. It is recognized for its clinical performance and innovation among its clients and its community, and throughout Ontario.

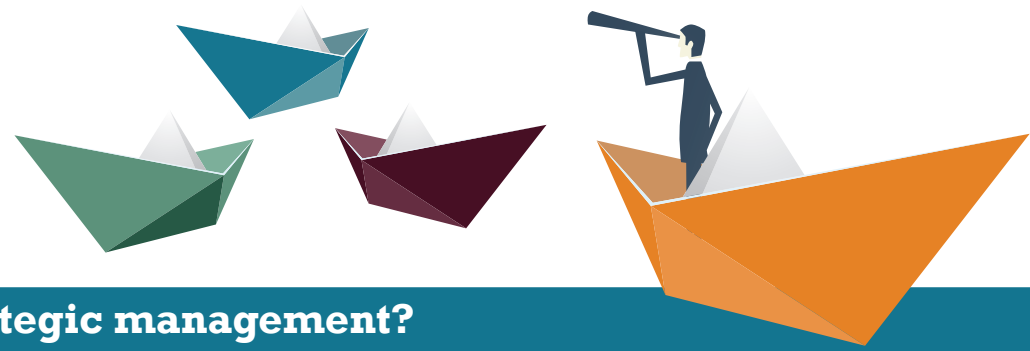


### MISSION

To be of service to vulnerable persons in Prescott-Russell by supporting them in their families and by facilitating their integration in the community.

# Navigation Guide

## for the 2018-2021 Strategic Plan



### Strategic Management

The 2018-2021 strategic plan was developed based on strategic management, a proactive approach to management that focuses partly on project management. Strategic management can be explained as follows:

- ✓ **Operations** are the daily activities that drive our services. Members of the Executive team received mandate letters that outline organizational priorities. Operational plans, led by management, translate organizational priorities into action and measure results through specific indicators.
- ✓ **Working Groups** are created when a situation or a process impedes organizational efficiency. The working groups analyze various service themes, which are then transformed into organizational projects.
- ✓ **Organizational Projects** are transformational approaches that aim to improve service delivery and measure the impact of change on services. Projects must help progress Valoris' strategic priorities.

### Why strategic management?

- ✓ **Enhanced Accountability:** requires quarterly follow-ups of common service indicators, presented in enhanced dashboards.
- ✓ **Ongoing Process:** promotes strategic discussions at various levels of the organization aimed at continuous improvement of services.
- ✓ **Transparency and Multilevel Thinking:** encourages frequent exchanges between employees, the management team and the Executive team through monitoring of operational plan indicators.
- ✓ **Recognition of Success:** celebrates and promotes the success of projects that concretely transform our practices and help move forward our strategic priorities.

### How will we achieve our strategic priorities?

1. **Enhanced Clinical Performance:** will result in an integrated service approach, forums on integration, communities of practice, targeted training, and promotion and celebration of leadership.
2. **Enhanced Organizational Efficiency:** the LEAN approach will be adopted to review and refine our internal processes. The goal is for clients to get faster responses by ensuring that employees know how much latitude they have for decision-making.
3. **Enhanced Quality of Life for Clients:** will be reflected in Triple P's pre- and post-test results, FIT data analysis facilitated by new software, community survey results, and QLCE results.