



TERMS OF REFERENCE

Terms of Reference: Quality Improvement Committee

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1 **PURPOSE**

The CMHA York Region mission statement is “as a nation-wide leader and champion for mental health, CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness”. To achieve this mission, CMHA has made a commitment to continuous quality improvement. The Quality Improvement Committee will support this commitment by actively promoting quality improvement within the organization.

2 **ACCOUNTABILITY**

The Quality Improvement Committee reports to the Leadership Team through the Director of Quality Improvement & Business Development.

3 **RESPONSIBILITIES**

- 3.1 Identify and recommend quality improvement initiatives to the Leadership Team.
- 3.2 Develop work plans for the implementation of quality improvement initiatives that are assigned to the Quality Improvement Committee by the Leadership Team or CEO.
- 3.3 Work with appropriate teams within the organization to implement quality improvement initiatives as assigned.
- 3.4 Participate in the development of scorecards and other measurement tools to monitor quality within the organization at the administrative and program level.
- 3.5 Coordinate activities with other committees e.g. Accreditation, Joint Health & Safety Committee, Diversity, CRMS, etc.
- 3.6 Communicate outcomes and action plans to the Leadership Team and other stakeholders as appropriate.

4 OPERATIONS

4.1 Membership:

- 4.1.1** Membership will include staff from the Leadership Team, front-line, and administration across the organization, and a minimum of two Client/Family Advisors. It is desirable to have staff that cross all site locations; however, not mandatory.
- 4.1.2** Consultation with non direct service areas of the organization will be made on an as-need basis e.g. Finance and Systems, Human Resources, Operations.
- 4.1.3** Membership will have a minimum of 8 members and may be expanded as deemed necessary by the Committee.
- 4.1.4** Continuity of team members is key. To achieve this, team members will be requested to fill this role for a minimum of two years. Members will serve a maximum of three terms.

4.2 Team Members:

- 4.2.1** Members are responsible for making arrangements with their supervisor for attendance at meetings and for preparation time prior to the meetings.
- 4.2.2** Team members are expected to attend at least 70% of meetings annually.
- 4.2.3** Members will champion quality improvement within the organization.

4.3 Meetings:

- 4.3.1** The Quality Improvement Committee will be Co-Chaired by the Director of Quality Improvement & Business Development and another Committee member.
- 4.3.2** Decisions will be made by consensus. Consensus is defined by the following parameters:
 - Have members had the opportunity to discuss the issue?
 - Do members understand the decision to be made?
 - Can members live with the decision?
 - Can members defend the decision?
 - Are members committed to moving the decision into action?
- 4.3.3** Meetings will be held during regular business hours, a minimum of every three months.
- 4.3.4** 50% of the membership must be in attendance at meetings in order to proceed with the meeting.
- 4.3.5** Written minutes of the meeting will be circulated to members electronically..