

# **Annual Report**

## **Service Outcome Measurement Committee (SOMC)**

From April 1, 2016 to March 31, 2017

Dated: April 18, 2017

Prepared by: Vlad Bartchouk, chair, SOMC

Committee Goals for 2016/2017:

1. Maintaining accuracy of client records/file
2. Promoting best practices

Indicators:

1. To maintain accuracy of client records, the average score of client record (i.e. black binder) audits will be 95% or higher
2. To maintain accuracy of client records, the average score of client electronic record (i.e. CRMS) audits will be 95% or higher
3. Submit minimum three abstracts per year to share best practices at reputable conferences
4. Offer one information session to clients/families and to the Family Virtual Council regarding research and promotion/endorsement of best practices

All of the committee goals were met. A total of 26 client black binder audits were completed with an average audit score of 97%. Also 26 audits of client electronic record (i.e. CRMS) were completed with an average score of 98%. The committee oversaw the transition of some parts of client file from hard/paper copies into electronic format ensuring accuracy of both. The committee reviewed and approved a number of presentations offered for both provincial and national caliber conferences, such as Hamilton Health Sciences ABI conference, GTA Rehab Network Best Practices Day, Brain Injury Canada annual conference. A total of eight abstracts were submitted. One information session about research projects was offered to clients and families, as well as to the members of the Family Virtual Council.

Research projects for 2016-2017 included the following:

1. Daily Activity Schedule (DAS) / Effectiveness of Educative Routines
2. Staff training study (i.e. SMG)
3. Applied Behaviour Analysis (ABA) training
3. ABA-style Group Services activity incentive program

Both McMaster university psychology students and agency's employees participated in these research projects.

Committee Goals for 2017/2018:

1. Maintaining accuracy of client records/file
2. Promoting best practices
3. Transitioning of client file to a full electronic format.

Indicators:

1. To maintain accuracy of client records, the average score of client record (i.e. black binder) audits will be 95% or higher
2. To maintain accuracy of client records, the average score of client electronic record (i.e. CRMS) audits will be 95% or higher
3. Submit minimum three abstracts per year to share best practices at reputable conferences
4. 100% of client files will be transitioned to a full electronic format.