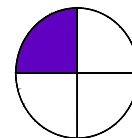


Board of Directors Policy



Policy Type: Governance Process

Policy #: GP9

Policy Name: Quality Oversight

Page #: 1 of 2

Creation Date: October 20, 2021

Effective Date: April 17, 2023

Monitoring: May

A primary function of the Board is to provide policy direction and to oversee the performance of the organization in meeting its Mission and Values and achieving its approved Ends. The quality of services delivered is at the core of this function and is viewed as an essential component of organizational excellence.

The Board as part of its governance style and stewardship role, believes that the Board must set in policy the overarching standards and expectations about quality and what quality means in terms of both:

- a. Governance quality – overseen by the Governance Committee
- b. Client services quality – overseen by the Quality Committee

It is the role of the Board to ensure that all quality functions are aligned with the organization's overall strategic priorities.

DEFINITION

Quality, from a governance perspective, is defined as the result of many efforts, activities and processes all aimed at providing services that are:

- **Safe:** Services do not cause harm.
- **Client-Centred:** Client goals, preferences and diversity are respected within the process of service delivery.
- **Effective:** Services are based upon the best evidence and produce the desired outcome.
- **Efficient:** Services are coordinated, cost-effective and least intrusive.
- **Timely:** Services are provided in an acceptable time after the need is identified.
- **Equitable:** Services are accessed, provided and ended in fair and transparent way.

To ensure that Quality is at the core of all services, the Board shall:

1. Endorse a common definition of quality for the organization as defined in policy.
2. Invest in knowledge and skills to advance and oversee quality and performance.
3. Include explicit responsibility for client service quality in the CEO's Limitation policies.

4. Appoint a Board Quality Committee with a minimum of three Directors to make recommendations to the Board regarding quality and opportunities for quality improvement. The Chairperson of the Board is an ex-officio member of the Committee.
5. The Quality Committee shall:
 - 5.1 Develop a dashboard of key service quality indicators that the Board will use to monitor quality;
 - 5.2 Ensure quality is a topic for Board orientation and ongoing education;
 - 5.3 Ensure Board meeting agendas include topics related to the quality of client services and the quality of governance;
 - 5.4 Review and revise the CEO Limitation policy, EL11 Quality Services, that requires the CEO to have a quality management framework;
 - 5.5 Provide leadership with respect to Accreditation in the area of quality and performance;
 - 5.6 Meet as required to fulfill responsibilities;
 - 5.7 Annually evaluate the work of this committee to determine if a committee is required or if this work should be done by the Board as a whole.