



*Life. On your terms.*



## Performance and Quality Improvement (PQI) at LifeStream

Quality and outcomes measurement is integral to the governance model under which LifeStream operates and to all we do as an agency. Quality at LifeStream begins at the Board level in terms of developing and delineating ENDS Statements (which human needs are to be met, for whom, and at what cost) which ultimately drive the strategic direction of the organization.

LifeStream's culture for valuing quality starts with the very Mission of the organization: "To improve the quality of life for people at risk of losing their independence." The culture at LifeStream becomes further defined with Core Values where "Quality" is at the top of the list. Our other core values of "Respect" and "Integrity" complement this focus.

LifeStream staff recognizes that quality service provided by direct staff and through contractual relationships will only assure excellent quality services to LifeStream customers. Providing optimal quality service to customers will maximize customer independence, thus meeting our mission.

LifeStream has had an unrelenting focus on quality, being the first Area Agency on Aging (AAA) in the United States (in a group of 16 like-agencies in Indiana, and over 600 like-agencies nationwide) to be accredited through the Council on Accreditation. LifeStream staff members at all levels are informed of the focus on accreditation, and there is pride in knowing that LifeStream is accredited.

Beginning with the initial application for accreditation nearly 10 years ago, LifeStream developed a QI@LS Committee (Quality Improvement @ LifeStream-Now Quality Assurance Committee) to move quality assurance and quality improvement practices forward (for direct services and for contractual relationships). That committee process has served as the overall quality focus for strategic direction, outcomes measurement, customer satisfaction, and overall continual improvement of LifeStream. The Quality Assurance Committee includes:

- Strategic Planning/Area Planning (a term common to Area Agencies on Aging, and a component to the overall strategic direction for LifeStream)
- Outcomes Measurement through development, evaluation, and tracking of Outputs and Expectations through a Performance Outcomes Committee and process (a performance outcomes and measurement group consisting of all Senior Managers, and program Managers at LifeStream)
- Employee Satisfaction
- Customer Satisfaction
- Contract compliance

Since the start of 2006, LifeStream has taken a more intentional approach to service excellence at all levels of the organization. LifeStream's CEO, and Senior Management promote the ability to completely demand quality service and excellence. This culture is defined through CEO discussions at All-Staff Meetings (quarterly), as well as through CEO columns on LifeStream's intranet. The topic of quality is a part of staff meeting agendas from New Employee Orientation to department staff meetings, to LifeStream Management meetings, to Senior Manager meetings and Board/Advisory meetings as well.

For more details about Performance and Quality Improvement (PQI) at LifeStream, please see our Quality Improvement Officer or the Vice President of Operations.