

# Standard Area 4.0

## Practice Management



### 4.2 Quality Improvement

#### Standard

A **regulated member** of ACSLPA participates in continuous **quality improvement** activities to promote the effectiveness and safety of service delivery.

#### Indicators

To demonstrate this standard, the regulated member will:

- a) Initiate and/or participate in program evaluation activities (e.g., satisfaction questionnaires, data gathering, analysis) to evaluate the effectiveness of new and/or ongoing services.
- b) Use the feedback obtained from quality improvement initiatives to continually improve service effectiveness and safety.

#### Expected Outcomes

**Clients** can expect that the regulated member participates in continuous quality improvement activities to promote effective and safe services.

#### Resources

All ACSLPA documents and relevant Alberta Government legislation can be accessed from the ACSLPA website at [www.acslpa.ca](http://www.acslpa.ca).

- ACSLPA. (2017). *Code of Ethics*. Edmonton: Author.
- Canadian Patient Safety Institute. (2009). *The Safety Competencies: Enhancing Patient Safety Across the Health Professions*. Ottawa: Author.
- Government of Alberta (2011). *Health Quality Council of Alberta Act*. Edmonton: Alberta Queen's Printer.

**Client** refers to “an individual, family, substitute decision maker, group, agency, government, employer, employee, business, organization or community who is the direct or indirect recipient(s) of the regulated member’s expertise”.

**Quality improvement** refers to “the combined and unceasing efforts ...to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development”.

**Regulated member** refers to “an individual who is registered with ACSLPA in any of the categories of membership prescribed in Regulation and in the ACSLPA Bylaws”.