

# 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.

**Client** refers to “a recipient of speech-language pathology or audiology services, and may be an individual, family, group, community or population. An individual client may also be referred to as a patient.”

**Quality improvement** refers to “the combined and unceasing efforts ...to make the changes that will lead to better client 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 regulated categories of membership prescribed by *ACSLPA Bylaws*, the *Health Professions Act* and our *Regulations*.”