



Document 1 – Performance on Client Safety and Quality of Service Indicators

The following table shows the progress on Ottawa Public Health Client Safety and Quality of Service measures & indicators.

Quality Dimension & Objective	Measure / Indicator	2014 Target	Performance				Comments
			2014 Q1	2014 Q2	2014 Q3	2014 Q4	
Safety Keep people safe	# Adverse events	0	0	0	0	4	Corrective action plans implemented
Client Centered Services Enhance client satisfaction and experience	Average per service percentage of external clients satisfied with the quality of service	> 90%	96%	97%	97%	97%	Target exceeded
	# Complaints	-	12	32	26	28	Complaint resolution rate is 100 per cent.
	# Privacy breaches	0	0	0	0	0	Target met