

Domain #8

Organizational Learning, Innovation, and Improvement



Pursuing Excellence,
Stepping into the future with pride!

8.1

The organization has a strategy to evaluate programs and services through the collection and analysis of service and sector trends, and through feedback from stakeholders, for the purposes of future planning, quality improvement, and evidence-based decision making.

8.2

Employees at all levels of the organization are encouraged to access professional development opportunities and, where possible, the organization offers funds to cover some or all of the costs.

8.3

The organization engages in learning, research, and knowledge exchange external to the organization to discover innovative and modernized approaches to support and the delivery of services.

8.4

The organization ensures employees are kept current with emerging trends to support service users.

8.5

Employee job-satisfaction surveys are conducted regularly to gather information and data about employee experience and suggestions for improvements, and the organization implements changes as appropriate.

8.6

When a service user leaves the organization, they, and their informal support network where appropriate, are formally asked to provide information and data about their experience, including suggestions for improvements, and the organization uses this feedback to implement changes as appropriate.

8.7

When an employee leaves the organization, the organization seeks formal feedback from the employee about their experience, including suggestions for improvements, and implements changes as appropriate.

8.8

An annual report is made available to stakeholders that shares the activities and achievements of the organization.