

Community Connections Support Services

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Incident Review 2010

The purpose of this report is to identify trends, causes, actions for improvement and prevention of negative service related incidents. It is our intent to focus on quality improvement and provide the safest services for those we support.

This report reflects all incident reports (critical and non-critical) collected during the period between September 2009 – August 2010 within our agency. Data has been collected from all areas of service provision including: Community Support, Residential Support, and Home Share Provision. Incident categories have been determined according to CLBC procedures and CCSS policy.

The Agency:

The following table illustrates the number and ratio of occurrence of incidents within the agency as a whole. In total, 70 incidents have been reported across the agency.

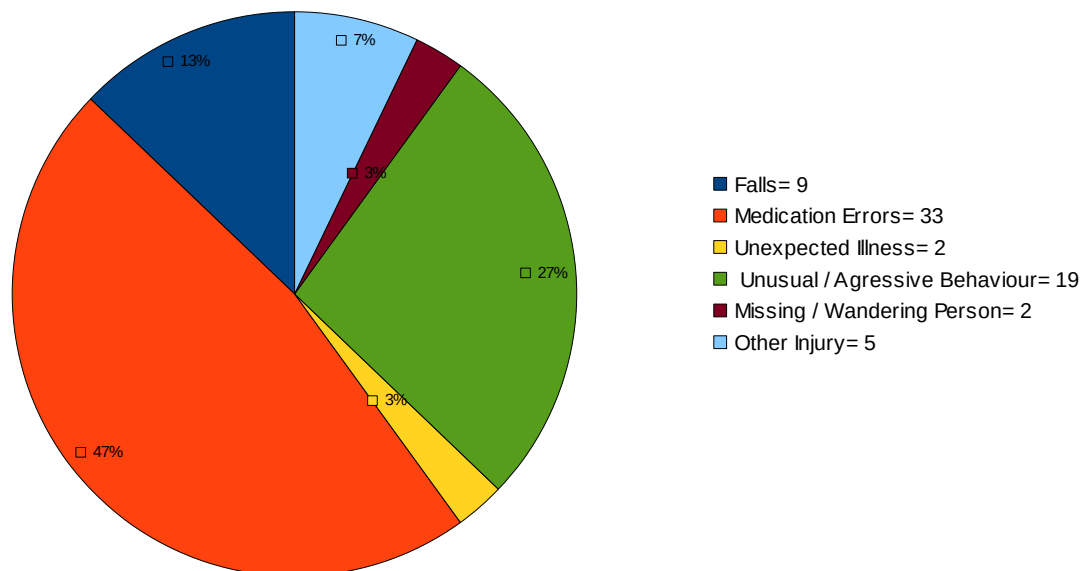
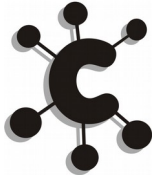


Table 1: Number of incidents agency-wide



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Incidents By Service Delivery Area

Home Share Services (11%):

It's relevant to note that the findings reported here represent data collected for 3 months as contract acquisition for Home Share Provision took place in June of this year. We feel that following reports will more accurately define areas requiring attention in Home Share as we will be able to collect data for a full year. Incidents for this reporting period are broken down into the following categories:

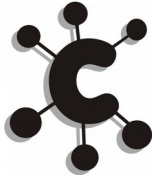
<i>Nature of Incident</i>	<i>Number of Occurrences</i>
Falls	2
Unexpected Illnesses	2
Unusual / Aggressive Behaviour	1
Missing / Wandering Person	1
Other Injury	2

Data collected reflects incidents collected for the 55 people supported in Home Share throughout the West and East Kootenays.

At this time it would be difficult to establish trends and actions for improvement for such a short reporting period. As noted previously, following reports should reflect comprehensive data more adequately in time.

Community Support (1%):

Only 1 incident was reported in Community Support involving an individual who wandered from a planned outdoor event and was missing. Though the RCMP and the person's caregiver were called per agency policy, the individual was found to be nearby the whole time. Action by the support worker was taken to prevent further incident, by meeting with the individual and reviewing the dangers of elopement. The Community Support program provides supports to 76 individuals.



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Residential Support (88%):

Our agency supports 9 people in our residential services. Reports received involved 7 of the 9 individuals supported. The remaining 88% of incidents at the agency have been reported within our residential services and are broken down as follows:

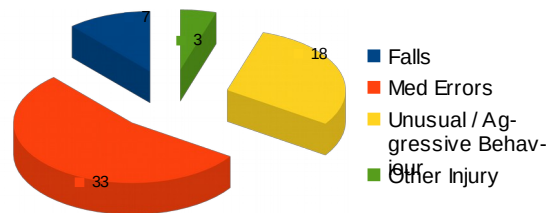
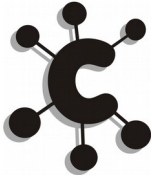


Table 2: Incidents in Residential Support

In the interest of identifying resource specific trends, the data has been further broken down and represented according to the person receiving services.

<i>Person receiving support</i>	<i>Falls</i>	<i>Med Errors</i>	<i>Unusual / Aggressive Behaviour</i>	<i>Other Injury</i>
A	6	3		
B	1	7		
C		3		2
D		5	2	
E		5	6	
F		4	10	1
G		6		



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Considerations:

- All areas of service are recognized as striving to minimize risk for the people they support.
- Senior Support and Service Coordinators for Residential Support may find it helpful to look into scheduling regular inservicing for medication monitoring and management (ie. Annually or bi-annually).
- Where applicable, support workers are to continue to take direction from psychiatrists and CBI consultants in the interest of minimizing aggressive / violent behaviour. Management is to continue to offer MANDT training to all support workers.
- The Community Support team is commended for providing safe and consistent support to the 76 people they support in the program.

Review Completed: September 21, 2010

Completed By: Jacqueline Burnham
Quality Assurance Manager