

Community Connections Support Services

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Incident Review 2011

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 2010 – August 2011 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 of incidents within the agency as a whole. In total, 135 incidents have been reported across the agency.

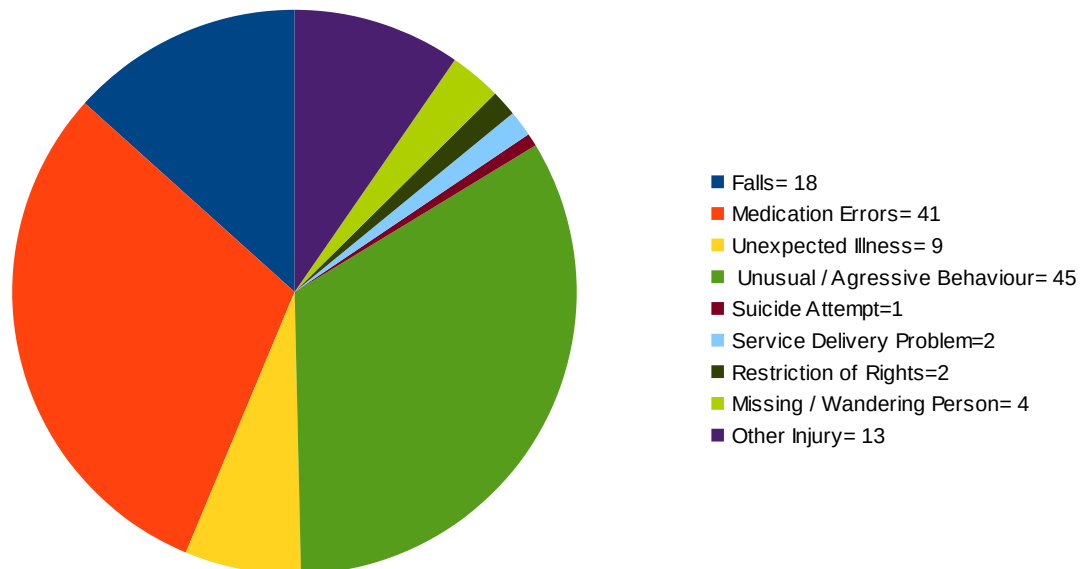
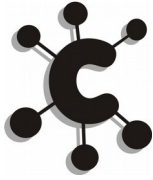


Table 1: Number of incidents agency-wide



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Incidents By Service Delivery Area

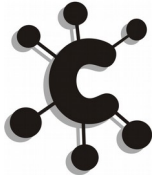
Home Share Services (12% of total):

Community Connections Support Services currently provides contracted Home Share Support to 119 people throughout the West and East Kootenays, Boundary Region and Central Okanagan.

Incidents for this reporting period are broken down into the following categories:

<i>Nature of Incident</i>	<i># of Occurrences</i>
Falls	1
Medication Errors	1
Unexpected Illnesses	6
Unusual / Aggressive Behaviour	4
Suicide Attempt	1
Service Delivery Problem	2
Restriction of Rights	0
Missing / Wandering Person	1
Other Injury	0

According to the data provided, there were only 16 reportable incidents that took place within this reporting period (September 2010 – August 2011) in the area of Home Share. Though the agency consistently strives to achieve better results, we are pleased with the current status and don't feel there are any outstanding areas of concern at this time. Upon further analysis of each individual incident, it is apparent that none of the incidents had lasting consequences and possible antecedents had been identified and remedied in a short period of time. Where issues are on-going, CCSS hopes to facilitate MANDT training for Home Share Providers.



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Community Support (0.01% of total):

Only 1 incident was reported in Community Support Services involving an individual who was displaying unusual / aggressive behaviour. The incident was diffused quickly with no apparent injury. The Community Support program provides supports to 66 individuals.

Residential Support (87% of total):

Our agency supports 11 people in our residential services. Reports received involved 9 of the 11 individuals supported. The remaining 87% of incidents at the agency have been reported within our residential services and are broken down as follows:

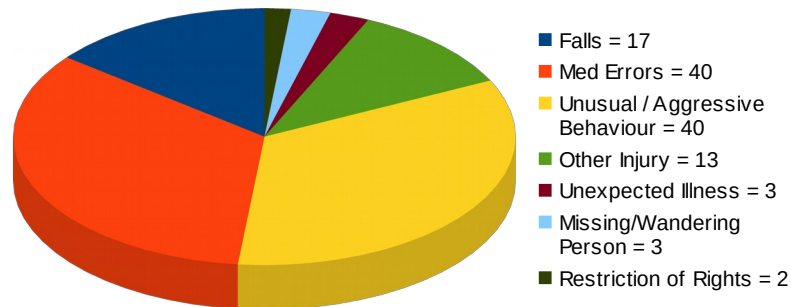
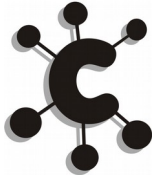


Table 2: Incidents in Residential Support



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Upon analysis of each individual incident the following has been identified:

Falls:

The majority of these reported falls were due to seizure activity. Other reported falls appear to be a result of decreased mobility due to aging.

Med Errors:

CCSS hopes to provide periodic inservicing for personnel on Medication Management and Administration.

Unusual/Aggressive Behaviour:

CCSS will continue to offer MANDT training to personnel. As part of individualized planning, all persons requiring behavioural support will have a formalized Behaviour Support and Safety Plan completed by September 2012.

Other Injury:

The majority of these occurrences have been accidental in nature and pose no concern of on-going trends at this time.

Unexpected Illness:

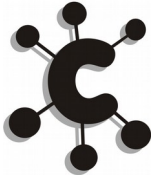
All reported incidents appeared to be isolated events that were dealt with appropriately and in a timely way.

Missing / Wandering:

It is important to note that all reported events reflect threats of elopement where the person making the threat did not follow through.

Restriction of Rights:

Both reported incidents involved the same person receiving supports. The incidents involved support staff from a separate agency restricting the rights of an individual during an orientation session with CCSS. The incidents have been reported and followed up with CLBC and we are currently confident that they will not repeat themselves.



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Considerations:

- All areas of service are recognized as striving to minimize risk for the people they support.
- Management has suggested that it may be helpful to differentiate between Critical and Non-Critical incidents for following reports.
- 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. MANDT training is a program that focuses on “Reducing Workplace Violence Through Positive Behavior Supports”.
- All persons receiving support that require support for challenging behaviour, will have a completed Behaviour and Safety Support Plan written within the next year.

Review Completed: October 5, 2011

Completed By: Jacqueline Burnham
Quality Assurance Manager