



## Critical Incident Report August 2012 to July 2013

### Breakdown of Incident Reports By Type – August 2012 to July 2013

|                              |                       |                                 | 12/13 | 11/12 |
|------------------------------|-----------------------|---------------------------------|-------|-------|
| <b>Aggression by Client</b>  | Community Housing     | Orchard House                   | 8     | 17    |
|                              |                       | 16 <sup>th</sup> Avenue         | 0     | 0     |
|                              |                       | Purcell Place                   | 0     | 0     |
|                              |                       | 25 <sup>th</sup> Avenue         | 53    | 44    |
|                              | Community Integration | 8 <sup>th</sup> Ave Day Prog    | 3     | 0     |
|                              |                       | 7 <sup>th</sup> Ave Day Prog    | 2     | 3     |
|                              | Personal Supports     | HJ                              | 4     | 3     |
| <hr/>                        |                       |                                 |       |       |
| Total                        |                       |                                 | 70    | 67    |
| <b>Client Injury (Fall)</b>  | Community Housing     | Purcell Place                   | 6     | 12    |
|                              |                       | 25 <sup>th</sup> Avenue         | 12    | 5     |
|                              |                       | Orchard House                   | 1     | 3     |
|                              |                       | 16 <sup>th</sup> Avenue         | 0     | 6     |
|                              | Supported Living      | 8 <sup>th</sup> Ave #4          | 2     | 1     |
|                              | Community Integration | 8 <sup>th</sup> Ave Day Program | 3     | 1     |
|                              | <hr/>                 |                                 |       |       |
| Total                        |                       |                                 | 24    | 28    |
| <b>Client Injury (Other)</b> | Community Housing     | Orchard House                   | 3     | 1     |
|                              |                       | Purcell Place                   | 1     | 5     |
|                              |                       | 25 <sup>th</sup> Avenue         | 1     | 1     |
|                              |                       | Orchard Apt                     | 0     | 0     |
|                              |                       | 16 <sup>th</sup> Avenue         | 0     | 1     |
|                              | Supported Living      | 8 <sup>th</sup> Ave #4          | 3     | 0     |
|                              | Community Integration | 7 <sup>th</sup> Ave Day Program | 1     | 0     |
|                              |                       | 8 <sup>th</sup> Ave Day Program | 4     | 6     |
| <hr/>                        |                       |                                 |       |       |
| Total                        |                       |                                 | 13    | 14    |

|   |  |                                 | 12/13                        | 11/12 |    |
|---|--|---------------------------------|------------------------------|-------|----|
| <b>Client Illness</b>   | Community Housing                      | 25 <sup>th</sup> Avenue         | 14                           | 12    |    |
|   |  | Purcell                         | 2                            | 0     |    |
|   |  | 16 <sup>th</sup> Avenue Up      | 2                            | 0     |    |
|   |  | 16 <sup>th</sup> Ave Down       | 3                            | 0     |    |
|   | Personal Supports                      | Orchard House                   | 15                           | 6     |    |
|   |  | HJ                              | 1                            | 0     |    |
|   |  | Supported Living                | 8 <sup>th</sup> Ave #4       | 0     | 1  |
|   |  | Community Integration           | 8 <sup>th</sup> Ave Day Prog | 1     | 0  |
| <hr/>   |  | Total                           | 38                           | 19    |    |
| <b>Medication Errors</b>  | Community Housing                      | Orchard House                   | 4                            | 4     |    |
|   |  | Purcell Place                   | 11                           | 7     |    |
|   |  | 25 <sup>th</sup> Avenue         | 14                           | 16    |    |
|   |  | 16 <sup>th</sup> Ave Up         | 2                            | 0     |    |
|   | Supported Living                       | 8 <sup>th</sup> Ave #4          | 7                            | 25    |    |
|   |  | Hillside                        | 1                            | 0     |    |
|   |  | 8 <sup>th</sup> Avenue          | 3                            | 0     |    |
|   |  | <hr/>                           |                              | Total | 42 |
| <i>(Medication Error Reports were forwarded to the Medication Safety Committee)</i> |  |                                 |                              |       |    |
| <b>Staff/Volunteer Injury</b>   | Community Housing                      | Orchard House                   | 3                            | 6     |    |
|   |  | 25 <sup>th</sup> Avenue         | 3                            | 0     |    |
|   |  | Purcell Place                   | 0                            | 1     |    |
|   | Supported Living                       | 8 <sup>th</sup> Ave #4          | 0                            | 1     |    |
|   |  | 16 <sup>th</sup> Ave            | 0                            | 1     |    |
|   | Community Integration                  | 8 <sup>th</sup> Ave Day Program | 2                            | 1     |    |
|   |  | 7 <sup>th</sup> Ave Day Program | 0                            | 3     |    |
|   | Administration                         | Office                          | 2                            | 0     |    |
| <hr/>   |  | Total                           | 10                           | 13    |    |
| <b>Other</b> (Inappropriate/Sexual Behavior)  | (Drunk Neighbour/Intrusion)            | 8 <sup>th</sup> Ave Day Prog    | 1                            | 0     |    |
|   | (Flat Tire/Stranded clients and staff) | 8 <sup>th</sup> Ave #4          | 2                            | 0     |    |
|   | (Frezone Leak – Fridges)               | 8 <sup>th</sup> Ave #4          | 1                            | 0     |    |
|   | (Alarm System Malfunction)             | 8 <sup>th</sup> Ave #4          | 2                            | 0     |    |
|   | (Loose cast - client)                  | 8 <sup>th</sup> Ave #4          | 2                            | 0     |    |
|   | (Choking on food/med – Client)         | 25 <sup>th</sup> Avenue         | 1                            | 0     |    |
|   |  | Purcell Place                   | 1                            | 1     |    |



|   |                                 |           |          |
|---|---------------------------------|-----------|----------|
| (Client locked in vehicle)                  | Orchard House                   | 1         | 0        |
| (Unusual Behavior – Client)                 | 25 <sup>th</sup> Avenue         | 1         | 0        |
| (Service Delivery Problem)                  | 25 <sup>th</sup> Avenue         | 2         | 0        |
| (Food missing from freezer)                 | 25 <sup>th</sup> Avenue         | 1         | 0        |
| (Vehicle – Window broken)                   | 8 <sup>th</sup> Ave Day Prog    | 1         | 0        |
| (Fire on stove – Emergency Vehicles came)   | 16 <sup>th</sup> Ave Up (HJ)    | 1         | 0        |
| (Fire on stove)                             | 7 <sup>th</sup> Ave Day Prog    | 1         | 0        |
| (Panic Button pressed in error-police came) | Orchard House                   | 1         | 0        |
| (Suspected Abuse)                           |                                 | 1         | 0        |
| (Possible Intruder)                         | Office                          | 0         | 1        |
| (Theft/Attempted Theft – by clients)        | 8 <sup>th</sup> Ave #4          | 0         | 2        |
| (Vandalism - by clients)                    | 8 <sup>th</sup> Ave #4          | 0         | 1        |
| (Unusual Behavior – Client)                 | Scott St/8 <sup>th</sup> Ave #4 | 0         | 1        |
| (Neighbor Misconduct)                       | 25 <sup>th</sup> Avenue         | 0         | 1        |
| (Broken Glasses – Staff)                    | Orchard House                   | 0         | 1        |
|   | <u>Total Other</u>              | <u>20</u> | <u>8</u> |

All Incident Reports are reviewed and signed by the appropriate Coordinator and the Executive Director. Serious Incidents (reportable) are reported to the Community Living BC Analyst and the Community Care and Licensing Officer (for Licensed facilities). Copies of Reportable Incident Reports and all Medication Errors are sent to the Consulting Health Services for Community Living (HSCL) Nurse.

All incidents involving injury or potential injury to staff and/or clients are reviewed by the Safety and Health Committee at monthly meetings. Recommendations are made to Coordinators as deemed necessary and discussed at Leadership Team meetings where needed.

All incidents at the Therapeutic Riding Program are reviewed by the Riding Programs Steering Committee on a regular basis (at least three times per year). Recommendations are made to the Program Director and Instructors and/or Executive Director.

Incidents involving Medication Errors are forwarded to the Medication Safety Committee for review twice per year.

## **Trends and Recommendations**

*See breakdown of Incident Reports attached.*

### 1) Aggression from Clients

- Overall reported incidents of aggression were about the same as the previous year, most of them being for the one individual at 25<sup>th</sup> Ave. This individual has since moved into another resource. None of these incidents resulted in serious injury to staff or other clients although there were some scratches.
- The incidents at Orchard House decreased by over 50%. None of these resulted in injury. Incidents from one individual are minimal now that she is in the Apartment and receiving a little bit of 1-1 staffing. (This was the recommendation from the Provincial Assessment Centre, although we are not able to put in as much 1-1 staff as was recommended.)

#### ***Recommendation:***

*To ensure protocols are in place for individuals with aggressive tendencies and that they are reviewed and updated regularly.*                      *Coordinator/Ex Dir*

### 2) Client Injuries

Total client injuries reduced slightly from the previous year. None of the injuries were of an overly serious nature. Falls at 25<sup>th</sup> Ave increased due to the fact that there was a new client recuperating from a leg operation. The number of falls at Purcell Place has decreased from the previous year by 50%. None of the client injuries were from external hazards.

#### ***No Recommendations***

### 3) Medication Errors

Medication errors have decreased by 20%. Errors decreased dramatically in the second half of the year, after Medication Delivery Refresher Training had been done. Out of 42 Incidents, only two were serious (reportable). These involved giving a medication to the wrong client and not giving a medication that could have adverse effects. There were no serious adverse effects from this. Out of 42 incidents, 16 were documentation errors and 14 were meds not given. The rest of the incidents included finding a med, meds missing from blister packs and late time given. Purcell Place had an increase from 7 to 11 incidents. Those at #4 8<sup>th</sup> Avenue decreased dramatically.

***Recommendation: To continue to remind staff to follow proper procedures and documentation and to provide refresher training for all staff on medication delivery within the next year.***



#### 4) Client Illness

This category includes seizures. The total number of incident reports involving client illness doubled from the previous year. The most significant increase was at Orchard House due to two clients who have complicated health issues. One of them has a serious heart condition and other health issues; the other individual may need to go into Long Term Care within the next few years. They are being monitored and treated by their physician, the HSCL nurse and staff. CDSCL clients are aging and we are seeing more health issues developing.

#### *No Recommendations*

#### 4) Staff/Volunteer Injuries

The total number of staff injuries has decreased slightly from 13 to 10. There were three at Orchard House, all of which involved soft tissue damage while working with one client who is immobile. All three resulted in WCB claims varying from one week to 6 months. One of the injuries at 25<sup>th</sup> Ave also resulted in a WCB claim for a few weeks. Equipment at 25<sup>th</sup> Ave and Orchard House for lifting has been reviewed and updated where necessary and the Occupational Therapist has worked with staff to reduce the risk for employees working in these homes. Changes in the type of clients at 25<sup>th</sup> Avenue have reduced the risk of injury from lifting and transferred. All other injuries were minor resulting in no loss of work.

#### ***Recommendation:***

***To continue to monitor risk of injuries at Orchard House, working with the Occupational Therapist and other health professionals.***

***Coordinator/Safety and Health Committee***