



Breakdown of Incident Reports By Type August to July

			12/13	13/14
Aggression by Client	Community Housing	Orchard House&Apt 8	2	
		25 th Avenue & Suite 53	0	
	Community Integration	8 th Ave Day Prog	3	0
		7 th Ave Day Prog	2	2
	Personal Supports		4	1
Total			70	5
Client Injury (Fall)	Community Housing	Purcell Place	6	6
		25 th Ave & Suite	12	3
		Orchard House&Apt 1		2
		16 th Avenue	0	1
	Supported Living	8 th Ave #4	2	0
		401 Hillside	0	1
	Community Integration	7 th Ave Day Program	0	1
		8 th Ave Day Program	3	0
	Therapeutic Riding Program (Riders)		0	2
	Total			24
Client Injury (Other)	Community Housing	Orchard House&Apt 3	3	3
		Purcell Place	1	4
		25 th Avenue & Suite	1	1
	Supported Living	8 th Ave #4	3	1
		401 Hillside	0	1
	Community Integration	7 th Ave Day Program	1	1
		8 th Ave Day Program	4	7
Total			13	18
Client Illness	Community Housing	25 th Avenue & Suite	14	2
		Purcell	2	6
		16 th Avenue	5	0
		Orchard House&Apt	15	4
	Personal Supports		1	0
	Supported Living	8 th Ave #4	0	1
		401 Hillside	1	4
	Community Integration	8 th Ave Day Prog	1	0
Total			38	17

			12/13	13/14
Medication Errors	Community Housing	Orchard House&Apt 4	5	
		Purcell Place	11	3
		25 th Avenue & Suite14	14	22
	Supported Living	16 th Ave	2	5
		8 th Ave #4	7	5
		401 Hillside	1	6
		207 Hillside	1	12
		8 th Avenue	3	0
	Total			42

(Note: None of these Medication Errors were of a serious nature and were not reportable to Licensing or our funding agency).

Staff/Volunteer Injury	Community Housing	Orchard House&Apt	3	7	
		25 th Avenue & Suite	3	3	
		Purcell Place	0	3	
	Supported Living	8 th Ave #4	0	--	
		Community Integration	8 th Ave Day Program	2	3
			7 th Ave Day Program	0	0
	Personal Supports			0	2
			Therapeutic Riding Program (Falls)	0	2
	Administration	Office	2	0	
	Total			10	20

Other	(Vehicle Accident – Door hit other vehicle)	16 th Ave		1
	(Noticed scratch on Vehicle)	16 th Ave/25 th Ave		2
	(Inappropriate/Sexual Behavior)	8 th Ave Day Prog	1	2
	(Drunk Neighbour/Intrusion	8 th Ave #4	2	1
	(Visitor asking for Money)	#401 Hillside		1
	(Choking on food/med – Client)	Purcell Place	1	1
	(Unusual Behavior – Client)	25 th Ave/8 th Ave #4	1	1
	(Client Talking about Suicide)	Orchard House & Apt		1
	(Missing Client)	Orchard House & Apt		1
	(Theft by Client)	16 th Ave		1
(Suspected Theft by Client)	16 th Ave		1	
Total Other				14



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 are reviewed by the Joint Occupational 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 Therapeutic Riding Program Steering Committee on a regular basis. Recommendations are made to the TRP 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 on pages 1 and 2.

1) Aggression from Clients

- The overall reported incidents of Client Aggression have decreased dramatically from last year. None of the 5 incidents resulted in injury to staff except one which caused a few scratches.
- There were no incidents at 25th Ave this year, as the client responsible for most of the incidents in the past has moved out of our service.
- Incidents at Orchard House/Apt and in Personal Supports declined by 75% and were minimal in nature. This could be as a result of follow up measures put in place for clients who attended the Provincial Assessment Centre (PAC).

Recommendation:

To continue to ensure protocols are in place for individuals with aggressive tendencies and that they are reviewed and updated regularly and that the recommendations of PAC and Pivot Point Services are followed where possible.

- Coordinators/Ex Dir

2) Client Injuries

- The total number of client injuries reduced slightly from the previous year. None of the injuries were of a serious nature, the worse resulting in minor cuts and/or bruises.

- Falls at 25th Ave decreased due to the fact that there had been a client recuperating from a leg operation in the previous year who has been falling less this year.
- The number of falls at Purcell Place has stayed the same.
- Two cases of client falls were due to tripping – these hazards were identified and measures have been put in place to reduce the risk.

No Recommendations

3) Medication Errors

Medication errors have increased by 38% from the previous year. Most of the errors were regarding missed medications, but none of them caused any adverse effects on clients. There were no serious errors that required reporting to CLBC or Licensing. Note that the number of errors increased dramatically from May to July, possibly due to a higher number of Casual employees, especially at 25th Avenue. We are due for a Medication Delivery Refresher Training in November. The number of errors at Purcell Place decreased, while 25th Avenue and 207 Hillside had an increase. A number of the missed meds at 207 Hillside were due to meds being dropped on the floor by the client when staff are not present in the home – this may be his way of refusing to take the meds.

Recommendation: To continue to remind staff to follow proper procedures and documentation and to provide refresher training for all staff on medication delivery in November.
Coordinators/HSCL Nurse

4) Client Illness

This category includes seizures. The total number of incident reports involving client illness decreased by half from the previous year, which is down to normal levels. The most significant decreases were at 25th Ave and Orchard House due to one client at 25th Ave moving into a senior's home and one Orchard House client's health issue stabilizing over the last year. One client at Hillside has been experiencing an increase in health concerns, which are being monitored and treated.

No Recommendations

5) Staff/Volunteer Injuries

- The total number of staff injuries has almost doubled from the previous year.
- Injuries at Orchard House included three back injuries from assisting a client who is immobile. Training has been put in place regarding Muscular Skeletal Injuries (MSI) to help staff to recognize and address risks from these kinds of injuries.



- A total of three injuries resulted in WCB Claims (Orchard House, Purcell Place & Personal Supports) – three days, one week and 3 ½ months. Two were from pulling muscle or a back strain while assisting clients and the longer one was a back injury from pulling a client up a ramp backwards).
- One was a needle stick.
- Four were from slipping on ice – one at Purcell Place, two at 25th Avenue and one up town.

Recommendations:

- 1. To continue to monitor risk of injuries at Orchard House, working with the Occupational Therapist and other health professionals.***
 - *Coordinator/HSCCL Nurse*
- 2. To ensure sidewalks and driveways are clear of ice and snow.***
 - *Staff*
- 3. To ensure that staff are trained in proper use of lifting equipment and wheelchairs and in recognizing and reporting risks of MSI's.***
 - *Coordinators/Ex. Director/JOSH Committee*