



Annual Critical Incident Report August 2010 – July 2011

Critical Incident Report August 2010 to July 2011

Breakdown of Incident Reports By Type – August 2010 to July 2011

			09/10	10/11	
Aggression by Client	Community Housing	Orchard House	6	11	
		16 th Avenue	0	0	
		Purcell Place	3	2	
		25 th Avenue	1	2	
		Supported Living	Scott St/8 th Ave #4	0	2
		Community Integration	7 th Ave Day Prog	0	1
		Personal Supports	HJ	1	0
Total			10	18	
Client Injury (Fall)	Community Housing	Purcell Place	47	8	
		25 th Avenue	18	3	
		Orchard House	2	1	
		16 th Avenue	0	4	
		Orchard Apt	0	1	
	Supported Living	Scott St/8 th Ave #4	0	2	
		Hillside Apt	0	1	
	Community Integration	8 th Ave Day Program	0	2	
		7 th Ave Day Program	0	2	
	Personal Supports	HJ	1	1	
	Therapeutic Riding Program		1	4	
Total			68	29	
Client Injury (Other)	Community Housing	Orchard House	1	0	
		Purcell Place	5	2	
		25 th Avenue	3	0	
		Orchard Apt	0	0	
		16 th Avenue	0	1	
	Community Integration	8 th Ave Day Program	9	4	
Total			18	7	

09/10 **10/11**

Client Illness	Community Housing	25 th Avenue	8	7
		Purcell	9	4
		16 th Avenue	2	2
		Orchard Apt	0	2
	<u>Supported Living</u>	<u>Scott S/8th Ave #4</u>	<u>2</u>	<u>5</u>
	Total		20	20

Medication Errors	Community Housing	Orchard House	1	9
		Purcell Place	11	2
		25 th Avenue	11	19
	Supported Living	Orchard Apt	1	0
		Scott St/8 th Ave #4	14	23
		Hillside	2	1
		<u>8th Avenue</u>	<u>0</u>	<u>3</u>
Total		40	57	

(Medication Error Reports were forwarded to the Medication Safety Committee)

Staff/Volunteer Injury	Community Housing	Orchard House	6	1
		25 th Avenue	4	5
		Purcell Place	1	1
	Supported Living	Scott St/8 th Ave #4	0	1
	Community Integration	8 th Ave Day Program	1	4
	Administration		1	0
	<u>Therapeutic Riding Program</u>		<u>2</u>	<u>0</u>
Total		14	13	

Vehicle Accident	Community Housing	16 th Avenue	1	0
	<u>Community Integration</u>	<u>8th Ave Day Program</u>	<u>1</u>	<u>0</u>
	Total		2	0

Other				
(Inappropriate/Sexual Behavior - Victim)	16 th Avenue	1	0	
(Inappropriate/Sexual Behavior)	8 th Ave Day Program	1	0	
(Theft – by clients)	Scott Street	2	5	
(Theft/Vandalism – Vehicle)	Maintenance Van	1	0	
(Theft of property)	Purcell Place	1	0	
(Theft by staff)	25 th Avenue	1	0	



Annual Critical Incident Report August 2010 – July 2011

		09/10	10/11
(Abuse by staff)	25 th Avenue	1	0
(Items missing)	16 th Avenue	1	0
(Vandalism - by clients)	Scott Street	4	0
(Petty Cash Missing)	Scott St/8 th Ave#4	0	1
(Choking – Client)	Scott St/8 th Ave #4	0	1
(Choking – Client)	25 th Avenue	0	1
(Missing Person – Client)	Orchard House	0	1
(Unusual Behavior – Client)	Scott St/8 th Ave #4	0	3
(Suspected Abuse)	8 th Ave Day Prog	0	1
(Outside Situation)	25 th Avenue	0	1

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

All incidents involving staff and clients are reviewed by the Safety and Health Committee on a regular basis. Recommendations are made to Coordinators as deemed necessary and discussed at the Management Team level 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.

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

Trends and Recommendations

See breakdown of Incident Reports attached.

1) Aggression from Clients

Overall reported incidents of aggression have increased by 80% from last year. The main increases are at Orchard House and are due to the nature of the clients there, as most of them have some mental illness issues. One client in particular seems to be catalyst. There has been several major incidents involving aggression towards staff and altercations with clients. Measures that have been undertaken include medication reviews, involvement of professional assistance from the Consulting Nurse and Developmental Disability Mental Health Services, consultation with physicians and specialists and review and revision of procedures and protocols for dealing with acts of aggression. Staff are also being trained on dealing with individuals with aggression and mental illness. It has also been determined that the layout of Orchard House is not conducive to dealing with clients with aggression tendencies and the house will need to be renovated or replaced to better provide support to individuals with both developmental disabilities and mental illness.

Recommendation:

For the Coordinator at Orchard House and staff to continue to monitor the situation and work with health professionals to reduce the risk of injury from client aggression through various means.

For the Coordinator, Executive Director and Board of Directors to investigate options for renovating or replacing Orchard House.

2) Client Injuries

Total client injuries have reduced dramatically by 53% from the previous year. The number of falls has decreased to more average levels, most significantly at Purcell Place and 25th Avenue. It is noted that there have been four falls by an individual at 16th Avenue who may need to be placed in a more appropriate home due to his decreased mobility issues and the fact that this home is not wheelchair accessible and does not provide 24-hour provision. Options are being pursued with the funding agency and family members.

No Recommendations

3) Medication Errors



Annual Critical Incident Report August 2010 – July 2011

Medication errors have increased by 43%, most notably at 25th Avenue, Orchard House and Scott Street/8th Avenue #4. The HSCL nurse will address concerns with staff who have had multiple medication errors over the last six months. Refresher medication delivery training will be done in the fall for all staff. Some of the clients at 8th Avenue #4 have changed from self-medication to staff monitored medication; this change may have led to some errors.

Recommendation: To provide refresher training for staff on medication delivery.

4) Client Illness

This category includes seizures. The total number of incident reports involving client illness has remained the same. It is noted that client illness has decreased significantly in Purcell Place while increasing at 8th Avenue #4. The clients there are exhibiting signs of increased health issues due to aging. They are being monitored by their physician, the HSCL nurse and staff.

No Recommendations

4) Staff/Volunteer Injuries

The total number of staff injuries has decreased slightly from last year, especially at Orchard House. Three injuries resulted in WCB claims of various lengths – all employees are back to work or expected back to work. The types of injuries range from slipping on ice to soft tissue damage and minor cuts. There were four injuries reported at the Woodshop, but these were all minor.

No Recommendations