



Annual Critical Incident Report August 2008 – July 2009

Critical Incident Report August 2008 to July 2009

Breakdown of Incident Reports By Type – August 2008 to July 2009

			08/09	07/08
Aggression by Client	Community Housing	Orchard House	20	(24)
		16 th Avenue	1	(3)
		Purcell Place	0	(2)
	Community Integration	Community Support	4	(4)
		8 th Ave Day Program	0	(1)
	<u>Supported Living</u>	Scott Street	0	(2)
.	Total		22	(36)
Client Injury (Fall)	Community Housing	Purcell Place	21	(15)
		25 th Avenue	13	(11)
		Orchard House	1	(3)
		16 th Avenue	1	(1)
		Orchard Apt	2	(2)
	Community Integration	10 th Ave Day Program	0	(4)
		8 th Ave Day Program	5	(3)
	Supported Living	Scott Street	0	(1)
		Hillside	0	(1)
		8 th Avenue	0	(1)
	1	<u>Therapeutic Riding Program</u>		0
	Total		44	(45)
Client Injury (Other)	Community Housing	Orchard House	17	(16)
		Purcell Place	7	(6)
		25 th Avenue	3	(5)
		Orchard Apt	2	(1)
		16 th Avenue	2	(0)
	Supported Living	Scott Street	1	(0)
		Hillside	1	(0)
	Community Integration	8 th Ave Day Program	7	(2)
		10 th Ave Day Program	0	(2)
		<u>Therapeutic Riding Program</u>		0
	Total		39	(33)

			08/09	07/08
Client Illness	Community Housing	Orchard House	1	(3)
		25 th Avenue	17	(4)
	Supported Living	Purcell	3	(0)
		16 th Avenue	1	(0)
		Scott Street	0	(4)
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Total			22	(10)
Medication Errors	Community Housing	Orchard House	1	(7)
		16 th Avenue	3	(1)
		Purcell Place	9	(2)
		25 th Avenue	9	(1)
	Supported Living	Orchard Apt	1	(0)
		Scott Street	6	(19)
		Hillside	1	(0)
		8 th Avenue	1	(1)
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Total			31	(31)
<i>(Medication Error Reports were forwarded to the Medication Safety Committee)</i>				
Staff Injury	Community Housing	Orchard House	15	(22)
		16 th Avenue	0	(1)
		25 th Avenue	3	(1)
		Purcell Place	2	(2)
	Community Integration	7 th Ave Day Program	0	(1)
		8 th Ave Day Programs	1	(1)
		H.J.	1	(1)
	Supported Living	Scott Street	0	(1)
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Total			22	(28)
Other (Damage to Personal Property)		25 th Avenue	1	
	(Death)	25 th Avenue	1	
	(Theft – by clients)	Scott Street	2	
	(Vandalism - by clients)	Scott Street	2	
	(Wandering)	25 th Avenue	1	
	(Bed Bugs)	Hillside	1	
		10 th Ave Day Prog	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. Incidents involving Medication Errors are forwarded to the Medication Safety Committee for review.



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Trends and Recommendations

See breakdown of Incident Reports attached.

1) Aggression from Clients

Overall incidents of aggression have declined. There continues to be a high number of Incident Reports regarding aggression by clients at Orchard House, although we saw signs of this declining at the end of this reporting period. A number of these involved altercations between clients, but 15 resulted in staff injuries of varying degrees. 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.

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.

2) Client Injuries from Falls

Again it was noted that there were a fair number of incidents involving falls by clients at Purcell Place and 25th Avenue. These mainly involved clients who are inclined to have falls due to health issues and/or physical disabilities.

No Recommendations

3) Medication Errors

Although the total number of medication errors has remained the same, the number of medication errors at Scott Street has declined. We can conclude that the measures taken at Scott Street have helped decrease the number of medication errors. However, it seems that reminders and refresher training is required for staff in general. Some classes were held and will continue next year.

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

4) Client Illness

There were a substantial number of cases of client illnesses at 25th Avenue and Purcell Place. This category includes seizures and incidents involving the G-tube. The clients in these homes are more prone to illness and seizures due to their particular health status. These are closely monitored. Clients are taken to emergency when needed and are taken to their physician when needed.

No Recommendations