



**Critical Incident Report  
August 2009 to July 2010**

**Breakdown of Incident Reports By Type – August 2009 to July 2010**

|                              |                                   |                                       | <b>09/10</b>             | <b>08/09</b> |
|------------------------------|-----------------------------------|---------------------------------------|--------------------------|--------------|
| <b>Aggression by Client</b>  | Community Housing                 | Orchard House                         | 6                        | (20)         |
|                              |                                   | 16 <sup>th</sup> Avenue               | 0                        | (1)          |
|                              |                                   | Purcell Place                         | 3                        | (0)          |
|                              |                                   | 25 <sup>th</sup> Avenue               | 1                        | (0)          |
|                              |                                   | <u>Community Integration</u>          | <u>Community Support</u> | 0            |
|                              | <b>Total</b>                      |                                       | <b>10</b>                | <b>(25)</b>  |
| <b>Client Injury (Fall)</b>  | Community Housing                 | Purcell Place                         | 47                       | (21)         |
|                              |                                   | 25 <sup>th</sup> Avenue               | 18                       | (13)         |
|                              |                                   | Orchard House                         | 2                        | (1)          |
|                              |                                   | 16 <sup>th</sup> Avenue               | 0                        | (1)          |
|                              |                                   | Orchard Apt                           | 0                        | (2)          |
|                              | <u>Community Integration</u>      | <u>8<sup>th</sup> Ave Day Program</u> | 0                        | (5)          |
|                              | <u>Therapeutic Riding Program</u> |                                       | 1                        | (0)          |
| <b>Total</b>                 |                                   | <b>68</b>                             | <b>(43)</b>              |              |
| <b>Client Injury (Other)</b> | Community Housing                 | Orchard House                         | 1                        | (17)         |
|                              |                                   | Purcell Place                         | 5                        | (7)          |
|                              |                                   | 25 <sup>th</sup> Avenue               | 3                        | (3)          |
|                              |                                   | Orchard Apt                           | 0                        | (2)          |
|                              |                                   | 16 <sup>th</sup> Avenue               | 0                        | (2)          |
|                              | Supported Living                  | Scott Street                          | 0                        | (1)          |
|                              |                                   | Hillside                              | 0                        | (1)          |
|                              | <u>Community Integration</u>      | <u>8<sup>th</sup> Ave Day Program</u> | 9                        | (7)          |
| <b>Total</b>                 |                                   | <b>18</b>                             | <b>(40)</b>              |              |
| <b>Client Illness</b>        | Community Housing                 | Orchard House                         | 0                        | (1)          |
|                              |                                   | 25 <sup>th</sup> Avenue               | 8                        | (17)         |
|                              |                                   | Purcell                               | 9                        | (3)          |
|                              | Supported Living                  | 16 <sup>th</sup> Avenue               | 2                        | (1)          |
|                              |                                   | Scott Street                          | 1                        | (0)          |
| <b>Total</b>                 |                                   | <b>20</b>                             | <b>(22)</b>              |              |

|                          |                   |                         | 09/10 | 08/09 |
|--------------------------|-------------------|-------------------------|-------|-------|
| <b>Medication Errors</b> | Community Housing | Orchard House           | 1     | (1)   |
|                          |                   | 16 <sup>th</sup> Avenue | 0     | (3)   |
|                          |                   | Purcell Place           | 11    | (9)   |
|                          |                   | 25 <sup>th</sup> Avenue | 11    | (9)   |
|                          | Supported Living  | Orchard Apt             | 1     | (1)   |
|                          |                   | Scott Street            | 14    | (6)   |
|                          |                   | Hillside                | 2     | (1)   |
|                          |                   | 8 <sup>th</sup> Avenue  | 0     | (1)   |
|                          | <hr/>             |                         |       |       |
| Total                    |                   |                         | 40    | (31)  |

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

|                               |                            |                                 |    |      |
|-------------------------------|----------------------------|---------------------------------|----|------|
| <b>Staff/Volunteer Injury</b> | Community Housing          | Orchard House                   | 6  | (15) |
|                               |                            | 25 <sup>th</sup> Avenue         | 4  | (3)  |
|                               |                            | Purcell Place                   | 1  | (2)  |
|                               | Community Integration      | 8 <sup>th</sup> Ave Day Program | 1  | (1)  |
|                               |                            | H.J.                            | 0  | (1)  |
|                               | Therapeutic Riding Program |                                 | 2  | (0)  |
|                               | <hr/>                      |                                 |    |      |
| Total                         |                            |                                 | 14 | (22) |

|                         |                       |                                 |   |     |
|-------------------------|-----------------------|---------------------------------|---|-----|
| <b>Vehicle Accident</b> | Community Housing     | 16 <sup>th</sup> Avenue         | 1 | (0) |
|                         | Community Integration | 8 <sup>th</sup> Ave Day Program | 1 | (0) |
|                         | <hr/>                 |                                 |   |     |
| Total                   |                       |                                 | 2 | (0) |

|   |                                 |                                 |     |     |
|---|---------------------------------|---------------------------------|-----|-----|
| <b>Other (Inappropriate/Sexual Behavior - Victim)</b> | 16 <sup>th</sup> Avenue         | 1                               | (0) |     |
|   | (Inappropriate/Sexual Behavior) | 8 <sup>th</sup> Ave Day Program | 1   | (0) |
|   | (Theft – by clients)            | Scott Street                    | 2   | (2) |
|   | (Theft/Vandalism – Vehicle)     | Maintenance Van                 | 1   | (0) |
|   | (Theft)                         | Purcell Place                   | 1   | (0) |
|   | (Theft by staff)                | 25 <sup>th</sup> Avenue         | 1   | (0) |
|   | (Abuse by staff)                | 25 <sup>th</sup> Avenue         | 1   | (0) |
|   | (Items missing)                 | 16 <sup>th</sup> Avenue         | 1   | (0) |
|   | (Vandalism - by clients)        | Scott Street                    | 4   | (2) |
|   | (Damage to Personal Property)   | 25 <sup>th</sup> Avenue         | 0   | (1) |
|   | (Death)                         | 25 <sup>th</sup> Avenue         | 0   | (1) |
|   | (Wandering)                     | 25 <sup>th</sup> Avenue         | 0   | (1) |
|   | (Bed Bugs)                      | Hillside                        | 0   | (1) |
|   |                                 | 7 <sup>th</sup> Ave Day Program | 0   | (1) |



## Annual Critical Incident Report August 2009 – July 2010

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 four 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 declined considerably from last year. The decline is especially notable at Orchard House, mainly due to the fact that one client who had been aggressive in the past is now confined to a wheelchair and is not mobile. Altercations between clients had declined, although has increased recently with the addition of a new client, who is considered to be a temporary placement. 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

The number of falls has increased by 60%, most significantly at Purcell place. Again, most of these incidents involved clients who are inclined to have falls due to health issues and/or physical disabilities. Note that the total number of client injuries has actually decreased slightly.

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

### 3) Medication Errors

Medication errors have increased by 30%, most notably in the latter part of this reporting period. Part of the reason for the increase in medication errors could be due to the changes in the Medication Administering Reports (MAR sheets) The most significant increase in med errors is at Scott Street, mainly involving clients who self-medicate. Medication delivery refresher training is starting on November 18<sup>th</sup>.

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



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### 4) Client Illness

The total number of incident reports involving client illness has decreased slightly. The number of cases at 25<sup>th</sup> Avenue has increased, while the number at Purcell has increased. This category includes seizures. 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*

### 4) Staff/Volunteer Injuries

The total number of staff injuries has decreased significantly from last year, especially at Orchard House. This is a direct correlation with the decrease in aggressive behavior from clients at Orchard House. The majority of the 13 staff injuries were still related to aggression by clients. Only one injury resulted in a WCB claim – this was only for a few days.

*No Recommendations*