TRAVERSE INDEPENDENCE

# Accreditation Bulletin

**Accreditation Qmentum Survey (Audit)**
**Coming in September 2018**

September 3, 2018 #37

## Incident Management and Reporting

In a culture of client safety, everyone is encouraged to report and learn from client safety incidents. This includes harm, no harm and near miss incidents.


Employees are well trained to report all types of incidents and we have a very thorough system for follow-up. Our reporting system is simple, can be done in person, verbally or in writing. It is important that clients, caregivers and family members also support this culture by reporting any incidents that occur and that did, or could have caused harm to themselves or others.

The role of the client safety committee is to analyze the incident reports, to look at what caused the incident and to see if there are any recommendations or preventative actions to improve the situation and avoid further incidents. The committee looks for patterns, trends, and similar incidents to help in their analysis.

The results of their review will be communicated broadly to governors, clients, caregivers, families and other key stakeholders to help build confidence in the incident management system and to promote learning from the client safety incidents.

We ask that everyone participates in our journey to keep clients safe by reporting any incidents you observe or experience.

## Medication Safety

Traverse Independence provides a comprehensive and rigorous training program to all employees who manage and administer medications on behalf of clients. Any medication errors are reported in our incident management system. Following are two of the main components of medication safety as applied at Traverse Independence.

**Double Identifiers**

All Traverse programs have their own consistent double identification process in place. Pictures of clients are posted in binders, enabling employees to have a visual identifier at hand. (Note: Consent is obtained from the client or their substitute decision maker for photos to be taken.) Prior to dispensing medication, the staff will check the binder for the picture and ask the client to state their name. This is in the case that the employee has not worked with the client regularly in the past.

**The Five Rights**

While we administer a medication, our employees must check three times for the five "Rights":

- Right Client (double identifiers)
- Right Medication
- Right Dose
- Right Route
- Right Time