



TRAVERSE
INDEPENDENCE

CLIENT SAFETY PLAN

APRIL 2018

REVIEWED AND APPROVED BY
THE CLIENT SAFETY COMMITTEE AND
THE BOARD OF DIRECTORS

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OVERVIEW

BACKGROUND

Not only the mission, vision, and values of the organization but the 2015-2017 Strategic Plan along with employees, client and caregiver consultation drove the development of the client safety plan. Our mission is to maximize our clients' ability to live independently in the community. This is done through our vision of supporting people to traverse the distance to independence. Our strategic plan provides the pillars to support client safety with its key priorities: building capacity and delivering high quality seamless services that keep clients safe, a commitment to key client and system outcomes, serving clients with complex needs. As an organization, we are fully committed to a culture where high quality client care is integrated into our daily services, thus in turn providing our services in a safe and competent manner.

**SAFETY IS
EVERYONE'S
RESPONSIBILITY.**

Our client safety plan recognizes that all of us have an impact on quality and client safety: board of directors, leadership, employees, clients, caregivers, and other community providers. Workplace initiatives such as staff training, organizational structure, staff competency, and education all have a significant impact on our core service of providing excellent client service. The priorities in our mission, vision and values guide us in our efforts to improve our services and to offer excellent quality services to the clients we serve.

PURPOSE

The purpose of this plan is to provide a framework for the delivery of safe, quality services to our clients.

QUALITY ATTRIBUTES

The following key areas support our ability to provide high quality services to our clients.

- Supporting the best possible outcomes for the client
- Reducing/eliminating practices that could lead to or cause harm
- Delivering high quality services built on best practices.

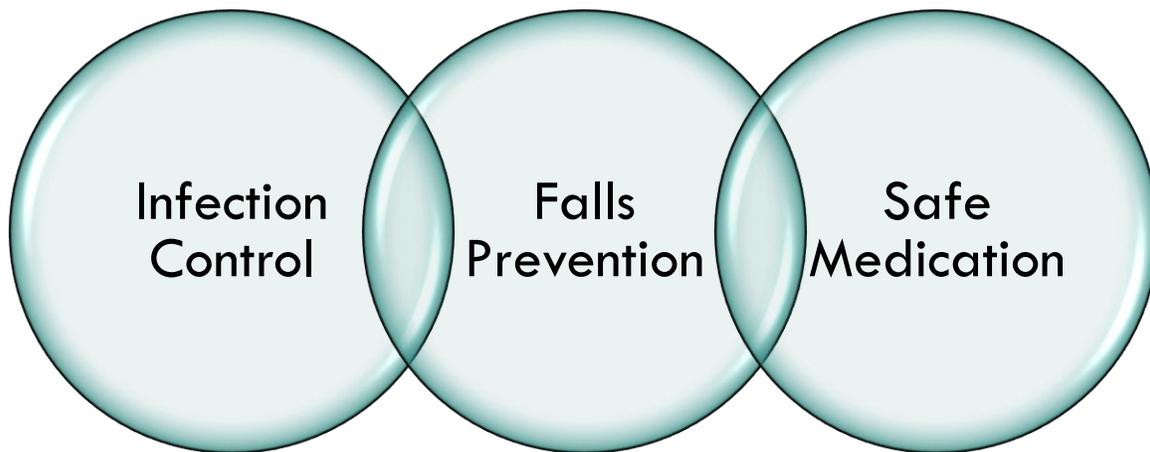
DEFINING QUALITY AND CLIENT SAFETY

Accreditation Canada defines quality of care as “the extent to which an organization **meets** the clients' needs and **exceeds** their expectations”. *Patient (client) safety is defined using the Canadian Patient Safety Dictionary's definition as “the reduction and mitigation of unsafe acts within the healthcare system, as well as through the use of best practices shown to lead to optimal patient (client) outcomes”.*

THE CULTURE OF SAFETY

Traverse has a number of quality processes in place that assist in the identification of opportunities for quality improvement. They include incident and sentinel event reporting, position descriptions that include client safety as a key responsibility, safety surveys, and trending and analysis of incident reports.

THE STRATEGIC PRIORITIES OF CLIENT SAFETY



INFECTION PREVENTION AND CONTROL

The Traverse Independence infection prevention and control system is an integral part of our occupational health and safety program. Our system provides education and training to our staff and clients about infection prevention and control. As well as regularly reviewing infection control policies and procedures, this program conducts infectious and communicable disease surveillance, outbreak management, reporting (as mandated by federal, provincial, and municipal laws) and compliance with related professional health regulations and standards. The program is also in consultation with infection control teams of other health care institutions such as the Ministry of Health and Long-Term Care and local public health units as needed. We also offer mask fit testing for staff along with training on universal precautions, hand washing, safe food handling, etc.

FALLS PREVENTION PLANNING

The goals of falls prevention are to minimize risk of falls, minimize risk of injury from falls and to ensure a safe environment for clients and staff. Traverse will make every effort to ensure that staff and clients are knowledgeable about fall prevention and interventions. The potential for falls is a risk factor of many clients due to concerns such as weakness, unsteady gait, confusion and certain medications. Attention to these risk factors can significantly reduce rates of falling. The nature of falls is complex and, therefore, the assessment of falls and implementation of appropriate

interventions is challenging. Traverse will work with staff and clients to increase awareness, assessment, and intervention.

Traverse recognizes the risk to clients who transfer independently. There may be circumstances where a client does not wish to participate in the assessment and intervention required to prevent falls. Traverse will respect the client's right to refuse unless it would negatively influence staff safety.

SAFE MEDICATION MANAGEMENT

Traverse Independence provides a comprehensive and rigorous training program to all employees who manage medications on behalf of clients. The Medication Management Policy has had significant oversight and auditing by external bodies to ensure that it complies with best practices that in turn support client safety. Accurate medication reconciliation is vitally important to client safety and treatment and this support is offered through our centralized pharmacy system. Traverse Independence has formal medication training, policies, and procedures to manage all medications in the community.

All medication errors are logged and reported to the manager and/or designate. The error reports are reviewed on a regular basis to look for trends or systemic issues. This ensures that best practices around medication management are consistently applied.

Traverse Independence will provide three levels of medication assistance in recognition of the levels of independence that our clients display:

- Independent medication management for clients who are fully capable and independent with their medication
- Semi-independent medication management for clients who require monitoring and assistance
- Full medication support for clients who do not direct their own service

Within those three levels, assistance with medications may vary according to the abilities of each individual client and outlined in the Attendant Services Agreement or the Personal Support Schedule (PSS). Although levels of assistance may differ from client to client, there are fundamental policies and all employees who provide assistance with medication will adhere to procedures. All assistance with medication is discussed with the client, approved by the manager or designate and documented in the Attendant Services Agreement or the Personal Support Schedule (PSS) prior to implementation. Narcotics and/or other controlled substances are not to be received nor administered without the prior approval of the CEO and/or designate in all cases.

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.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
FALLS PREVENTION	Reduce the number of falls / Injuries for clients.	Provide info/education to staff on falls prevention	A decreased number in the occurrence of falls and injuries caused by falls with clients	Client Safety Committee	March 2019	100% of staff will have access to falls prevention information.
		Have falls risks assessment completed with all residential clients within Traverse independence		Client Safety Committee	March 2019	100% of residential clients to be assessed for risk of falling
		Provide info/education to clients on falls prevention		Client Safety Committee	March 2019	100% of residential clients who were assessed to be at risk of falling will be offered information on falls prevention.
MEDICATION SAFETY	Medications to be administered safely and accurately to all clients	All staff to have an annual review/re-assessment of medication administration.	Medications will be safely and accurately administered by all staff	Client Safety Committee	March 2019	100% of staff are trained on medication administration
		Medication reconciliation is done at each point of transition and once annually if no transitions occurred	A BPMH will be documented in client files	Client Safety Committee	March 2019	75% of residential clients will have a pharmacy generated BPMH completed in their file
INFECTION CONTROL	To control and reduce the spread of infections.	To have accessible PPE at all locations where needed	Having a safe and healthy environment for both staff and clients	Client Safety Committee	March 2019	70% of staff trained on PPE and hand hygiene policies and practices

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
		To ensure all shifts are completing the infection checklist		Client Safety Committee	March 2019	80% of infection checklists completed as required