



TRAVERSE
INDEPENDENCE

CLIENT SAFETY PLAN 2023-2024

APRIL 2023

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OVERVIEW

BACKGROUND

Not only the mission, vision, and values of the organization but the 2019 - 2023 Strategic Plan along with employees, client and caregiver consultation drive 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 partners. Rich lessons were learned about client safety during the pandemic. Integral to the safety of our clients was our system wide approach to quality, safety and processes. As we successfully integrated into the health care to be a front runner in client safety, we were extraordinarily successful in managing the pandemic requirements. Workplace initiatives such as staff training,

organizational structure, staff competency, and education all had a significant impact on our core service of providing excellent client service and these initiatives will be taken forward into our ongoing planning around client safety. 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

Our long-standing key areas of focus, 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.

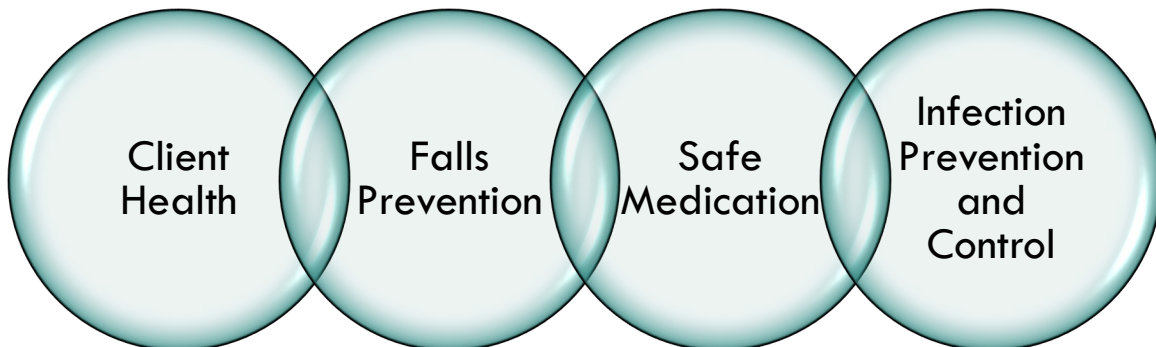
DEFINING QUALITY AND CLIENT SAFETY

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 strong quality processes in place that support client safety. They include incident and sentinel event reporting, safety training, data collection and analysis on key indicators, an active client safety committee, position descriptions that include client safety as a key responsibility, safety surveys, trending and analysis of incident reports.

THE STRATEGIC PRIORITIES OF CLIENT SAFETY



CLIENT HEALTH

Client health has many facets to it. When we look at what supports client health the social determinants of health are pivotal. Permanent and safe housing, food security, access to primary care, access to supports and services for disabilities are examples. Our most challenged clients with mental health, addictions and a brain injury deal with very different challenges to maintain their health than do the adults with physical disabilities. Our focus in client health is to support clients to level out all areas of those determinants of health. We do this by developing and individualized plan for each client in consultation with them, their family and their external care teams. These plans are implemented, monitored for results and adapted as the client changes. The goal is always to support client health and safety.

FALLS PREVENTION PLANNING

The goal of a fall's prevention program is to minimize risk of falls, and subsequent injury, and to ensure a safe environment for clients and staff. Traverse makes every effort to ensure that staff and clients are knowledgeable about fall prevention and interventions. The potential for falls is a risk factor for many clients due to concerns such as weakness, unsteady gait, confusion, and medications side effects. 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 works 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 respects the client's right to refuse unless it would negatively influence staff safety. In that case a solution that respects the client's right to direct their own care will be sought.

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 aid 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 are highly controlled in all settings.

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.) Further a colour coding system is being piloted to identify the blister packs which can be confused between clients as they all appear the same. Prior to dispensing medication, the staff will check the binder for the picture, the colour coding and double check the client's name if the employee has not worked with the client regularly in the past.

INFECTION PREVENTION AND CONTROL(IPAC) (SEE IPAC PLAN)

The Traverse Independence infection prevention and control system is an integral part of our client safety and occupational health and safety programs. Traverse provides education and training to our staff and clients about infection prevention and control. As well as regularly reviewing infection control policies and procedures, our 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, Ontario Health, and Public Health.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
CLIENT HEALTH	Addictions training for all staff who work with community and transitional living programs	To provide staff and clients with information and education on addictions.	Strategies and ideas will be in place to reduce the negative consequences of substance use.	Client Safety Committee	March 2024	75% of applicable staff have addictions training specific to work in the community.
	All residential and transitional living clients will have transition of care packages completed and up to date.	To ensure the safe transition from site to hospital.	All information required for the safe transition of client will be available.	Community facilitators Service coordinators Tagge St. life skills facilitator (LSF)	Ongoing	100% of transition of care packages will be up to date and readily available.
	All procedural Instructions will be up to date.	To ensure that all procedural instructions are complete and readily available to all staff.	There will be consistency in the provision of services.	Community facilitators Life skills facilitators	March 2024	95% of procedural instructions will be completed.
	Supporting clients' mental health.	To support an integrated approach to care planning that includes mental health providers.	Clients have access to resources that support their mental health.	Community facilitators Life skills facilitators Service coordinators	March 2024	75% of client who have verbalized or identified mental health issues will be connected with MH supports.
	Support clients challenges regarding the social determinants of health	Clients who need housing, food security, primary care support, and community services will obtain them.	The basic living necessities of life for a client are met	Community Facilitators, Life Skills Facilitators, PSWs.	March 24	75% of clients will feel secure in areas impacted by the social determinants of health.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
FALLS PREVENTION	Reduce the number of falls/ injuries for clients.	Falls assessments will be completed to identify risk levels of clients.	Clients identified as high risk for falls will have appropriate measures in place to reduce the number and risk of injury for falls.	Community facilitators Service coordinators Life skills facilitators	Ongoing	75% of clients will have had a falls assessment completed.
		Clients will remain safe from injury during lifts and transfers.	There will be a procedural instruction in place for all clients requiring assistance for lifts and transfers.	Community facilitators Life skills facilitators Service coordinators Community partners Attendant care workers (ATC).	Ongoing	100% of client PI's for lifts and transfers will be reviewed annually and updated as required.
		Equipment will be maintained as required.	Injuries will not occur due to equipment failures.	HS reps Service coordinators, Supportive Housing clients	Ongoing	100% of equipment will be inspected and maintained according to schedule.
	Client education	Clients will have information provided relating to falls prevention.	Clients will be aware of falls risks and prevention interventions.	Client Safety Committee Supervisors Front line staff	Ongoing	100% of clients in residential and community programs will receive educational resources on falls prevention.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
MEDICATION MANAGEMENT	Medications to be administered safely and accurately to all clients.	Staff will have the required knowledge to administer medications according to the client MARS.	Staff will confidently be able to administer medications safely.	Client Safety Committee	March 2024	100% of front-line staff as applicable, will have completed medication administration training.
		Medication area inventory and medication system audits will occur monthly.	Medication areas will be conducive to the provision of safe medication administration.	Front line staff and supervisors	March 2024	Medication inventory and audits 100% completed.
		To ensure that clients receive medications as prescribed.	There will be a reduction in medication errors.	Managers Medication teams attendant care workers	March 2024	There will be a reduction in serious medication errors.
INFECTION PREVENTION AND CONTROL	To control and reduce the spread of infection.	To ensure all shifts are completing the infection control checklist.	Having a safe and healthy environment for all clients and staff.	All employees	March 2024	90% of infection control checklists will be completed.
	Hand hygiene compliance	Staff will perform proper hand hygiene.	Effective infection prevention and control.	All employees	March 2024	90% of staff will achieve compliance as indicated by the monthly audits.
	Personal Protective	Staff will utilize required PPE.	Effective infection prevention and control.	All employees	March 2024	90% of staff will achieve compliance as

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
	Equipment compliance					indicated in the monthly audits.
	Client education on hand hygiene	Clients will understand the importance and procedure of proper hand hygiene.	Effective infection prevention and control.	Client Safety Committee	March 2024	100% of clients have been provided educational resources on hand hygiene.