



Taking Client Safety Further Using a Collaborative Approach

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Outstanding care – every person, every day

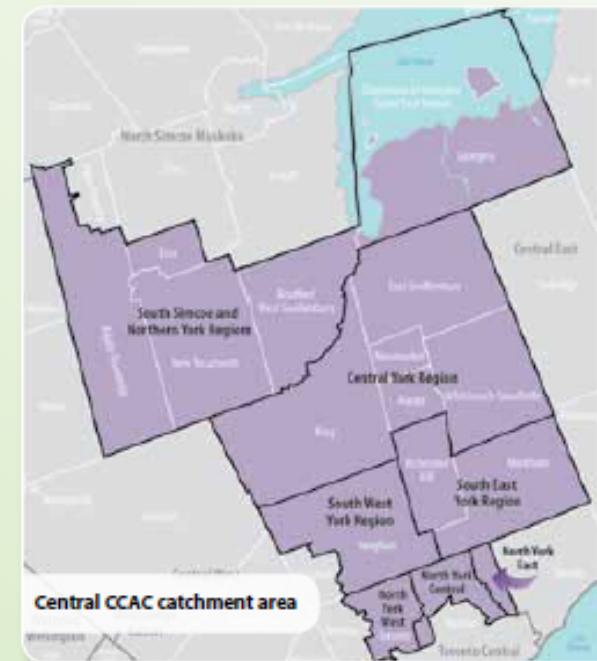
Objectives

- Participants will have a better understanding of
 - what client safety means in the homecare setting and
 - what goes into creating a culture where staff and workers feel safe in reporting problems

Central CCAC and Central LHIN

- Most populous LHIN: 1.8 million residents

	2010-2011	2009-2010
<i>2010-2011 Budget</i>	▶ \$214 million	▶ \$204 million
<i>Total number of unique clients</i>	▶ 81,164	▶ 65,000
<i>Number of clients on service on any given day</i>	▶ 26,000	▶ 26,000
<i>Largest referral source within Central LHIN</i>	▶ Southlake Regional Health Centre: 3,972 people	▶ Southlake Regional Health Centre: 4,200 people
<i>Largest referral source outside Central LHIN</i>	▶ Sunnybrook Health Sciences Centre: 1,501 people	▶ Sunnybrook Health Sciences Centre: 1,900 people
<i>Emergency Room referrals from Central LHIN hospitals</i>	▶ 7,824	▶ 7,000
<i>Clients from Hip and Knee replacement</i>	▶ 956	▶ 938
<i>Central LHIN Partners</i>	▶ 7 hospitals, 46 Long-Term Care Homes, 28 service providers and numerous community agencies	▶ 7 hospitals, 46 Long-Term Care Homes, 32 service providers and numerous community agencies
<i>Community Nursing Clinics</i>	▶ 6	▶ 6
<i>Number of employees</i>	▶ 680	▶ 709



Quality = Safety, Science & Service

Safety = "Don't harm me"

Science = "Heal Me"

Service = "Be nice to me"





Circle of Care

- Serving Toronto area since 1974
- In 2010/11, supported approx. 6,327 clients
- Approx. 500 staff; 320 volunteers
- Community-based non-profit agency: fully accredited by Accreditation Canada
- Full range of services to support individual independence so clients can live happier, healthier and longer lives at home
- Provides Personal Support and Community Support Services

Current State

- Accelerating trend combining an increasing number of clients with complex needs requiring intensive case management as well as a high utilization of direct services
 - Higher risk clients in the community
- Provincial emphasis on supporting hospital flow AND helping people stay at home as long as possible
- We now offer services that were previously offered in hospitals:
 - chemotherapy, dialysis in the home, wound care in community clinics
- Family members are playing an important role in providing care

Context

- **What does client safety mean?**
 - Client or patient safety is defined in the World Health Organization (WHO) Framework as “Freedom from unnecessary harm or potential harm associated with healthcare”
- **How is the home care environment different from hospitals?**
 - Lots of data and information available on hospital and other institutional settings but only recently has there been focused attention on in-home community care; RAI data now available
 - Care delivered in unregulated settings, e.g., people’s homes
 - Care team is virtual and includes informal caregivers, e.g., family members
 - Care is dependent on unregulated PSWs to be our ‘eyes and ears’ in the home

Challenges

- We knew that issues of client safety were under-reported, especially by PSWs:
 - Some staff afraid to report
 - Some hindered by language barriers / familiarity with computers and software
 - Needed to convince staff that they have insights and information re client safety and could make a valuable contribution

Starting Point

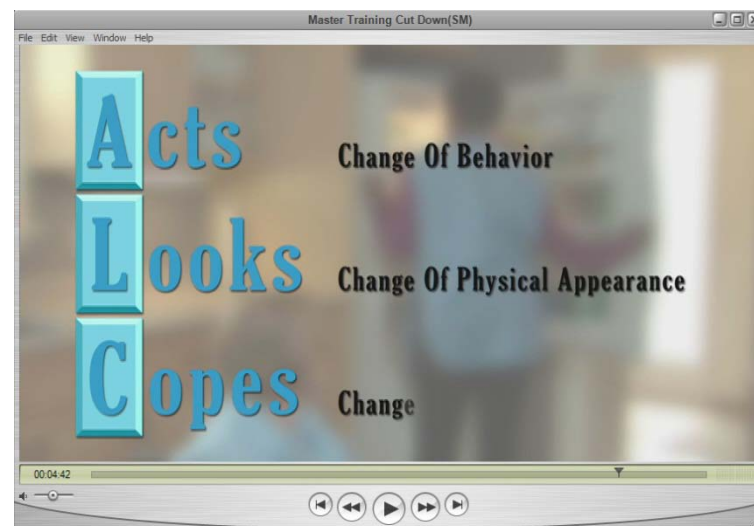
- Information available: collected through Quality Reporting System (QRS)
- Looked at QRS data from April 1 2009-March 31 2010; out of 112 reports:
 - 17 were regarding falls
 - 15 were about clients found on the floor
 - Guided us to focus on falls
- Case review committee in place
- Ethical framework in place
- Commitment to Quality: Safety, Service, Science

Solution: Working Together

- Conducted value stream analysis with community partners, including Circle of Care, which identified opportunities to improve reporting
- Implemented standardized risk assessment tools
- Highlighted focus on risk with professional and non-professional staff
- Conducted Risk assessments:
 - CCAC: Resident Assessment Instrument for Home Care (RAI-HC)
 - Circle of Care: ALC Checklist
- Leveraged medication management support services
- Developed training materials
- Emphasized follow up on incidents
- Provided tools and access to technology

ALC checklist

- Used by professional and non-professional staff at Circle of Care to determine noticeable client changes which might increase risk
- Training provided with different client scenarios and guidance on when and how to report
- Look for changes in how the client:
 - Acts (behaviour, cognition, mood)
 - Looks (appearance, physical deterioration and abuse)
 - Copes (dressing, eating, cleaning)



Results

- PSWs have reported that
 - they appreciate having the training
 - that they do feel more valued
 - they do feel that they are heard
 - action is taken when they raise issues
- Increasing PSW awareness of risk, along with an increased presence of the CSS and CM in assessing fall risk, resulted in the following findings
 - Control group had 29 falls by 18 people
 - Pilot/Intervention group had 8 falls by 7 people

Next Steps

- Leverage QRS
 - looking at integrating reporting systems – incidents may be captured in the service provider's systems, but not in CCACs
 - Redesign the system – next fiscal year (project)
- Circle of Care: Implementing mobile care
 - adding BlackBerrys
- Clarify
 - roles, responsibilities, decision, escalation, accountability process
- Closing the loop
 - Provide feedback to the reporter

Culture

- Re-engage staff (e.g., value stream analysis)
- What gets measured gets managed
- Quality is ALWAYS on our agenda

Critical Success Factors

- Creating a new culture:
 - sharing and caring, not blaming and shaming
 - client stories at every meeting
 - case review committee
 - ethical framework in place
- Provide easy-to-use tools
 - Falls checklist
- Empowering PSWs
 - communication, seek feedback, engage in the solution
- Tracking data
 - Ongoing emphasis on consistently capturing quality data
 - Produce relevant reports



Thank you

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