

CLIENT SAFETY PLAN

2024- 2025

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OVERVIEW

BACKGROUND

Not only the mission, vision, and values of the organization but the 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 by providing support services for adults with a physical disability or brain injury. 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.

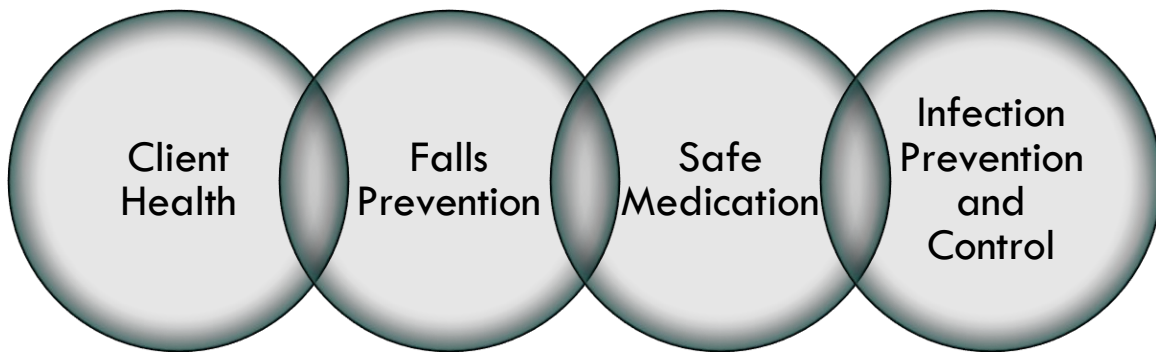
DEFINING QUALITY AND CLIENT SAFETY

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 several 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



CLIENT HEALTH

The Client Safety Plan is focused on providing consistency of care at the sites as well as during any transitions to or from hospital. Traverse takes a health equity approach to the health of our clients and individual workers lobby strongly to ensure clients have appropriate and effective health care, including both primary care and mental health services. This includes a wrap-around support for mental health and/or addictions which often are present as a concurrent disorder when a person has a brain injury. It is understood that an abstinence-based approach is neither realistic nor appropriate for many of our clients and Traverse has moved to a harm reduction model where clients are supported to access a safe drug supply and to use all the resources available to them to maintain their safety.

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 for 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 are 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 negatively influences 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 provides 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 (ASA) 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 ASA or 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.

INFECTION PREVENTION AND CONTROL

The Traverse Independence infection prevention and control system is an integral part of our occupational health and safety program. 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 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.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
CLIENT HEALTH	Harm Reduction training for staff and clients and supporting clients to manage their addictions.	To provide staff and clients with information and education to support a harm reduction approach.	Strategies and ideas will be in place to reduce the negative consequences of substance use.	Client Safety Committee	March 2024	75% of staff will have training in harm reduction.
	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)	March 2024	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 facilitate or refer clients to appropriate community supports.	Clients have access to resources that support their mental health. Mental health outcomes will be documented.	Community facilitators Life skills facilitators Service coordinators	March 2024	100% of clients identified with mental health concerns will be referred to additional community supports.

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	March 2024	95% 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).	March 2024	100% of client PI's for lifts and transfers will be reviewed annually and updated as required.
		Staff will remain safe from injury during lifts and transfers.	Lift and transfer assessments will be completed on all ATC on an annual basis.	Service coordinators Attendant care workers	March 2024	100% of equipment will be inspected and maintained according to schedule.
		Equipment will be maintained as required.	Injuries will not occur due to equipment failures.	HS reps Service coordinators Supportive Housing clients	March 2024	100% of equipment will be inspected and maintained according to schedule.
	Client education	Clients will have information	Clients will be aware of falls risks	Client Safety Committee	March 2024	80% of clients will receive educational

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
		provided relating to falls prevention.	and prevention interventions.	Community facilitators Service coordinator Attendant care workers (ATC)		resources on falls prevention.
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	75% of attendant care workers 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.	Attendant care workers	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 75% 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.

STRATEGIC PRIORITY	GOAL	OBJECTIVES	OUTCOMES	LEAD	TIMELINE	INDICATORS
	Hand hygiene compliance	Staff will perform proper hand hygiene.	Effective infection prevention and control.	All employees	March 2024	90% of staff observed will achieve compliance.
	Personal Protective Equipment compliance	Staff will utilize required PPE.	Effective infection prevention and control.	All employees	March 2024	100% of staff observed will achieve compliance.
	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	80% of clients have been provided educational resources on hand hygiene.