

PQI Minutes January 16, 2020

Date: January 16, 2020

In attendance:

Melissa Collick (SHOP)
Judy Foreman (Health Navigation)
Lorin Owen (CLBC)
Kelsey Prinz (Maverick)
Scott Wright (Henry Leland House)
Michael McDonald (Admin)

Absent:

Leah Pascoe (CLBC and ACT/ICM)
Angela Papou (Merritt)
Stacia Hicks (Crossroads)
Rachel Tonn (Housing)

Follow up from last month:

- Staff Feedback/Request From Bob
 - The CEO has asked that we illicit feedback from staff around what they would like to see in terms of events/gatherings that will bring us together outside of our regular duties more often, as noted in the Employee Engagement Survey Results.
 - Suggestions from PQI included Four Paws/SPCA, Something like Snow Angels but in the summer for weeds or something, a fundraising dog walk, and identifying a community group or cause and raise money throughout the year
 - Judy notes a lot of her friends don't want to talk about what we do but they'll contribute something each year. We could work with this group to bring them together with us and our people. Something to change the way people think about what we do and our employees.
 - Melissa and Kelsey volunteer to work with Mike in a breakout group to coordinate this.

Monthly Mandatory Task's (refer to PQI Activity Schedule):

- Critical Incident Review
 - Mike notes that we will be making some changes to the process of critical incident reviews as in the past it was done on a four month rotation but this is simply too much data to work with. As a result, moving forward we will be reviewing the CI's quarterly
 - For this meetings review we will be looking at September, October, and November 2019.

Results of the Critical Incident Review:

September

Total Incidents Reported: 37

Programs Reporting Incidents: Crossroads (11), Spero (10), Fairhaven (5), Street Outreach (2)

Mission Flats (2), Surge (1), AASH/MHASH (1), Burdock (1), SHOP (1), BBI (1), Health Nav Kamloops (1), Bridgeway (1)

Sites Reporting Incidents:

Crossroads (11), Spero (11), Fairhaven (5), Bridgeway (3), 433 Tranquille (2), Mission Flats (2), Henry Leland House (1), Burdock (1), 2196 Quilchena (1)

LOS Requests: 6 Naloxone Administered By Staff: 4 911 Called: 32 Fire Alarm Set Off: 2

False Fire Alarm: 2 Client Injuries: 15 Staff Injuries: 1 Threats of Violence Towards Staff: 1

Actual Violence Towards Staff: 0 Threats of Violence Towards Clients: 3

Actual Violence Towards Clients: 5 Client Deaths: 0 Incident Caught On Camera: 19

Likely Did Not Need To Be Reported: 7

Times of CI's

12AM-4AM: 2 4AM-8AM: 3 8AM-12PM: 7 12PM-4PM: 8 4PM-8PM: 7 8PM-12AM: 10

October

Total Incidents Reported: 40

Programs Reporting Incidents: Burdock (11), Spero (9), Crossroads (7), Mission Flats (3), Juniper (2), Fairhaven (2), BBI (1), Merritt Housing (1), AASH/MHASH (1), Maverick (1), CLBC (1), Surge (1)

Sites Reporting Incidents: Burdock (11), Spero (10), Crossroads (10), Mission Flats (3), Juniper (2), Fairhaven (2), Bridgeway (1), Henry Leland House (1)

LOS Requests: 3 Naloxone Administered By Staff: 0 911 Called: 26

Fire Alarm Set Off: 7 False Fire Alarm: 5 Client Injuries: 17 Staff Injuries: 0

Threats of Violence Towards Staff: 3 Actual Violence Towards Staff: 1

Threats of Violence Towards Clients: 1 Actual Violence Towards Clients: 2 Client Deaths: 2

Incident Caught On Camera: 10 Likely Did Not Need To Be Reported: 9

Times of CI's

12AM-4AM: 3 4AM-8AM: 3 8AM-12PM: 9 12PM-4PM: 10 4PM-8PM: 4 8PM-12AM: 11

November

Total Incidents Reported: 66

Programs Reporting Incidents:

Burdock (20), Crossroads (12), Spero (12), Mission Flats (6), Fairhaven (6), Kamloops Housing (3), Juniper (2), CLBC (2), BBI (1), Merritt Housing (1), Panorama (1)

Sites Reporting Incidents: Burdock (20), Crossroads (13), Spero (12), Mission Flats (6), Fairhaven (6), 433 Tranquille (3), Juniper (3), 2196 Quilchena (1), Panorama (1), In Community (1)

LOS Requests: 10 Naloxone Administered By Staff: 11 911 Called: 53 Fire Alarm Set Off: 5

False Fire Alarm: 4 Client Injuries: 34 Staff Injuries: 1 Threats of Violence Towards Staff: 2

Actual Violence Towards Staff: 0 Threats of Violence Towards Clients: 3

Actual Violence Towards Clients: 2 Client Deaths: 0 Incident Caught On Camera: 30

Likely Did Not Need To Be Reported: 7

Times of CI's

12AM-4AM: 7 4AM-8AM: 8 8AM-12PM: 14 12PM-4PM: 8 4PM-8PM: 16 8PM-12AM:13

Discussion about CI Stats:

- Committee noted a major improvement in overreporting compared to the statistics that were gathered from the previous quarter meaning the work of Valerie in OH&S to better communicate with staff about what is and what isn't a CI has made a difference

- Biggest statistical item of note is the large number of CI's from Burdock in November (second month of operation) despite a fairly average October (first month of operation) when compared to other supportive housing sites

- We are still seeing too many CI's being written for false fire alarms that did not result in emergency services attending.

- Lorin suggests we consider breaking down the 911 calls by the type of emergency call made to better inform us as to why and for what we are having so many 911 calls.

Additional Agenda Items

- Question from the CEO

How do we flow through lower needs people to market housing?

- Melissa finding 47% the SHOP clients were not able to maintain housing
- Many of these that are getting housed and lose it are people turned down by ACT/ICM
- We don't have the scope to provide what's needed
- Staff finding that having more paperwork and meetings as part of their daily tasks has led to fewer one on ones with clients which could be contributing to a lack of onward movement
- Would the question instead be what's the next step for supportive housing?
- Some committee members suggest the issue may be less about the service provided, and more about the lack of housing in the community.

Next Meeting

Date & Time: March 12/2020

Mandatory Agenda Items:

- File Audit Group One (CLBC, Health Navigation Kamloops, Health Navigation Merritt, Powell House)