

## **PQI Report - September 2020**

The scheduled task for the Performance and Quality Improvement Committee this month was a review of the Critical Incident Report data for June, July, and August 2020. Additionally, the Committee planned for the Community Feedback Survey which will be released publicly this week and reviewed at the October 2020 PQI meeting, the Committee discussed what needs to be done when it comes to creating files for temporary or “pop-up” housing programs, and the Committee discussed changes to the health information permissions on Sharevision.

### **Critical Incident Data**

Shown below is the data taken from Incident Reports for the months of June, July, and August 2020 as well as a comparison of this data for the quarter to previous quarters.

Overall, the data is showing some positive trends when it comes to incidents in our housing programs which speaks to the incredible effort and work done by our front line staff and the leadership team. Over the past three quarters of data there has been continued concern over the high number of reports coming out of Burdock House in Penticton, however this quarters data saw a 25% reduction (from 47 to 35) in reports from that program. This helped contribute to an overall 8% reduction in reports for the Society (171 to 156). Other programs that saw a major decrease in reports included Crossroads which dropped by 50% (30 to 15) and Fairhaven which dropped by 41% (24 to 14). Other notable positive changes in the data include a large decrease in the number of client injuries with a drop of 59% (89 to 36) and a large decrease in violence towards clients with a drop of 57% (21 to 9). Interestingly, while the number of cases of actual violence against clients went down, the amount of threats of violence towards clients went up by 350% (2 to 9). What the Committee believes this means is while clients are still exhibiting aggressive behaviours towards each other, staff are doing a better job of intervening earlier to prevent these situations from escalating to actual violence.

In terms of data sets that saw an increase, the use of naloxone by staff saw a 128% increase (7 to 16) and Limitation of Service requests increased by 81% (11 to 18). There was also an increase in client deaths as it went from one death in the first quarter to two in the second quarter. While none of these items are necessarily “positive” as we never want to see our clients overdosing or passing away, given the massive increase in a tainted drug supply and overall overdoses in our communities during this quarter this is not seen as a concern in need of any corrective measures on the part of the Society.

A continued struggle we are seeing with reporting is the number of reports that are made that are not needed. While the overall number did go down slightly (37 to 34) from the previous quarter, the percentage of reports made that were not needed remained at 21%. Overwhelmingly these reports are in the form of staff, often those on the night shift where there is less support available to them, calling 911 as the result of clients who are yelling or becoming escalated and having the RCMP manage the situations.

As a result of this quarters data, members of the PQI Committee would like the leadership team to consider the following recommendation:

**When there is a Critical Incident Report made that involves threatened or actual violence towards staff or clients the matter is automatically investigated by the OH&S Manager and the OH&S Committee as well as a mandatory check in from the on-duty Support Group worker.**

For your information, here are the statistics referenced in this report:

<p><b>June</b></p> <p><u>Total Incidents Reported:</u> 44</p> <p><u>Programs Reporting Incidents:</u> Burdock (9), Spero (7), Crossroads (3), Fairhaven (7), Juniper (4), Mission Flats (4), Kamloops Housing (1), AASH/MHASH (2), Kamloops Outreach (1), AAA (1), BBI/Health (3), T-iOAT (1)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (4), HLH (1), Crossroads (2)</p> <p><u>LOS Requests:</u> 5</p> <p><u>Naloxone Administered By Staff:</u> 2</p> <p><u>911 Called:</u> 34</p> <p><u>Fire Alarm Set Off:</u> 3</p> <p><u>False Alarms:</u> 1</p> <p><u>Client Injuries:</u> 5</p> <p><u>Staff Injuries:</u> 1</p> <p><u>Threats of Violence Towards Staff:</u> 2</p> <p><u>Actual Violence Towards Staff:</u> 1</p> <p><u>Threats of Violence Towards Clients:</u> 6</p> <p><u>Actual Violence Towards Clients:</u> 2</p> <p><u>Client Deaths:</u> 0</p> <p><u>Incident Caught On Camera:</u> 27</p> <p><u>Likely Did Not Need To Be Reported:</u> 10</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 6 4AM-8AM: 1 8AM-12PM: 9 12PM-4PM: 11 4PM-8PM: 10 8PM-12AM: 8</p>	<p><b>July</b></p> <p><u>Total Incidents Reported:</u> 60</p> <p><u>Programs Reporting Incidents:</u> Burdock (12), Spero (14), Crossroads (5), Fairhaven (7), Mission Flats (3), Kamloops Housing (1), AASH/MHASH (1), Maverick (1), Kamloops Outreach (7), Merritt Housing (1), AAA (1), Surge (1), Bridgeway (1), Panorama (1), CLBC (1), Stollery (1)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (6), 2196 Quilchena (1), In Community (1), Stollery (2), Bridgeway (1)</p> <p><u>LOS Requests:</u> 8</p> <p><u>Naloxone Administered By Staff:</u> 7</p> <p><u>911 Called:</u> 40</p> <p><u>Fire Alarm Set Off:</u> 3</p> <p><u>False Alarms:</u> 1</p> <p><u>Client Injuries:</u> 14</p> <p><u>Staff Injuries:</u> 0</p> <p><u>Threats of Violence Towards Staff:</u> 2</p> <p><u>Actual Violence Towards Staff:</u> 1</p> <p><u>Threats of Violence Towards Clients:</u> 2</p> <p><u>Actual Violence Towards Clients:</u> 1</p> <p><u>Client Deaths:</u> 2</p> <p><u>Incident Caught On Camera:</u> 27</p> <p><u>Likely Did Not Need To Be Reported:</u> 10</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 7 4AM-8AM: 5 8AM-12PM: 10 12PM-4PM:10 4PM-8PM: 11 8PM-12AM:18</p>	<p><b>August</b></p> <p><u>Total Incidents Reported:</u> 52</p> <p><u>Programs Reporting Incidents:</u> Burdock (14), Spero (7), Crossroads (7), Fairhaven (10), Juniper (2), Mission Flats (7), Kamloops Outreach (2), BBI/Health (1), Surge (1), CLBC (1), Stollery (2)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (2), In Community (4), Crossroads (1)</p> <p><u>LOS Requests:</u> 5</p> <p><u>Naloxone Administered By Staff:</u> 7</p> <p><u>911 Called:</u> 38</p> <p><u>Fire Alarm Set Off:</u> 1</p> <p><u>False Alarms:</u> 2</p> <p><u>Client Injuries:</u> 17</p> <p><u>Staff Injuries:</u> 0</p> <p><u>Threats of Violence Towards Staff:</u> 3</p> <p><u>Actual Violence Towards Staff:</u> 1</p> <p><u>Threats of Violence Towards Clients:</u> 1</p> <p><u>Actual Violence Towards Clients:</u> 3</p> <p><u>Client Deaths:</u> 0</p> <p><u>Incident Caught On Camera:</u> 27</p> <p><u>Likely Did Not Need To Be Reported:</u> 14</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 7 4AM-8AM: 4 8AM-12PM: 10 12PM-4PM: 6 4PM-8PM: 12 8PM-12AM: 13</p>	<p><b>Quarter 2</b></p> <p><u>Total Incidents Reported:</u> 156</p> <p><u>Programs Reporting Incidents:</u> Burdock (35), Spero (28), Crossroads (15), Fairhaven (14), Juniper (6), Mission Flats (14), Kamloops Housing (4), AASH/MHASH (2), Maverick (1), Kamloops Outreach (9), Merritt Housing (1), AAA (2), BBI/Health (4). T-iOAT (1), Surge (2), Bridgeway(1), Panorama (1), CLBC (2), Stollery (3)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (12), 2196 Quilchena (1), In Community (5), HLH (1), Crossroads (2), Stollery (2)</p> <p><u>LOS Requests:</u> 18</p> <p><u>Naloxone Administered By Staff:</u> 16</p> <p><u>911 Called:</u> 112</p> <p><u>Fire Alarm Set Off:</u> 7</p> <p><u>False Alarms:</u> 4</p> <p><u>Client Injuries:</u> 36</p> <p><u>Staff Injuries:</u> 1</p> <p><u>Threats of Violence Towards Staff:</u> 7</p> <p><u>Actual Violence Towards Staff:</u> 3</p> <p><u>Threats of Violence Towards Clients:</u> 9</p> <p><u>Actual Violence Towards Clients:</u> 9</p> <p><u>Client Deaths:</u> 2</p> <p><u>Incident Caught On Camera:</u> 81</p> <p><u>Likely Did Not Need To Be Reported:</u> 34</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 20 4AM-8AM: 10 8AM-12PM: 29 12PM-4PM: 27 4PM-8PM: 33 8PM-12AM:39</p>
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<p><b><u>Sept '19 to Nov '19 (Quarter 3)</u></b></p> <p><u>Total Incidents Reported:</u> 143  <u>Programs Reporting Incidents:</u> Burdock (32), Spero (31), Crossroads (30), Fairhaven (13), Mission Flats (11), Juniper (4), Kamloops Housing (3), BBI (3), CLBC (3), Street Outreach (2), AASH/MHASH (2), Merritt Housing (2), SHOP (1), Health Nav Kamloops (1), Bridgeway (1), Panorama (1), Surge (1), Maverick (1)</p> <p><u>Sites Reporting Incidents:</u> Crossroads (34), Spero (33), Burdock (32), Mission Flats (11), Fairhaven (13), 433 Tranquille (5), Juniper (5), Bridgeway (4), 2196 Quilchena (2), Henry Leland House (2), Panorama (1), In Community (1)</p> <p><u>LOS Requests:</u> 19  <u>Naloxone Administered By Staff:</u> 15  <u>911 Called:</u> 111  <u>Fire Alarm Set Off:</u> 14  <u>False Fire Alarm:</u> 11  <u>Client Injuries:</u> 66  <u>Staff Injuries:</u> 2  <u>Threats of Violence Towards Staff:</u> 5  <u>Actual Violence Towards Staff:</u> 1  <u>Threats of Violence Towards Clients:</u> 7  <u>Actual Violence Towards Clients:</u> 9  <u>Client Deaths:</u> 2  <u>Incident Caught On Camera:</u> 59  <u>Likely Did Not Need To Be Reported:</u> 23</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 12  4AM-8AM: 14  8AM-12PM: 30  12PM-4PM: 26  4PM-8PM: 27  8PM-12AM:34</p>	<p><b><u>Dec '19 to Feb '20 (Quarter 4)</u></b></p> <p><u>Total Incidents Reported:</u> 196  <u>Programs Reporting Incidents:</u> Burdock (63), Spero (34), Crossroads (29), Fairhaven (25), Juniper (8), Mission Flats (6), Kamloops Housing (6), Panorama (5), AASH/MHASH (3), Maverick (2), Kamloops Outreach (2), SHOP (2), Merritt Housing (2), CLBC (1), AAA (1), Merritt Outreach (1)</p> <p><u>Sites Reporting Incidents:</u> Burdock (63), Spero (34), Crossroads (28), Fairhaven (25), 433 Tranquille (10), Juniper (8), Mission Flats (6), Panorama (5), In Community (4), 2196 Quilchena (3), Maverick (2), HLH (2), Columbia (1)</p> <p><u>LOS Requests:</u> 13  <u>Naloxone Administered By Staff:</u> 14  <u>911 Called:</u> 147  <u>Fire Alarm Set Off:</u> 5  <u>False Alarms:</u> 7  <u>Client Injuries:</u> 57  <u>Staff Injuries:</u> 0  <u>Threats of Violence Towards Staff:</u> 9  <u>Actual Violence Towards Staff:</u> 2  <u>Threats of Violence Towards Clients:</u> 8  <u>Actual Violence Towards Clients:</u> 12  <u>Client Deaths:</u> 0  <u>Incident Caught On Camera:</u> 97  <u>Likely Did Not Need To Be Reported:</u> 39</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 32  4AM-8AM: 16  8AM-12PM: 29  12PM-4PM: 29  4PM-8PM: 41  8PM-12AM:48</p>	<p><b><u>March '20 to May '20 (Quarter 1)</u></b></p> <p><u>Total Incidents Reported:</u> 171  <u>Programs Reporting Incidents:</u> Burdock (47), Spero (26), Crossroads (30), Fairhaven (24), Juniper (3), Mission Flats (7), Kamloops Housing (5), AASH/MHASH (2), Maverick (4), Kamloops Outreach (4), SHOP (3), Merritt Housing (2), CLBC (2), AAA (1), Property Services (1), BBI/Health (2), Tradewinds (2), Surge (4)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (9), 2196 Quilchena (2), In Community (3), HLH (2), Scattered Housing (1), Bridgeway (3), Spero (1)</p> <p><u>LOS Requests:</u> 11  <u>Naloxone Administered By Staff:</u> 20  <u>911 Called:</u> 90  <u>Fire Alarm Set Off:</u> 3  <u>False Alarms:</u> 1  <u>Client Injuries:</u> 89  <u>Staff Injuries:</u> 2  <u>Threats of Violence Towards Staff:</u> 8  <u>Actual Violence Towards Staff:</u> 3  <u>Threats of Violence Towards Clients:</u> 2  <u>Actual Violence Towards Clients:</u> 21  <u>Client Deaths:</u> 1  <u>Incident Caught On Camera:</u> 56  <u>Likely Did Not Need To Be Reported:</u> 37</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 18  4AM-8AM: 12  8AM-12PM: 35  12PM-4PM: 25  4PM-8PM: 41  8PM-12AM:40</p>	<p><b><u>June '20 to August '20 (Quarter 2)</u></b></p> <p><u>Total Incidents Reported:</u> 156  <u>Programs Reporting Incidents:</u> Burdock (35), Spero (28), Crossroads (15), Fairhaven (14), Juniper (6), Mission Flats (14), Kamloops Housing (4), AASH/MHASH (2), Maverick (1), Kamloops Outreach (9), Merritt Housing (1), AAA (2), BBI/Health (4), T-iOAT (1), Surge (2), Bridgeway (1), Panorama (1), CLBC (2), Stollery (3)</p> <p><u>Non Program Sites Reporting Incidents:</u> 433 Tranquille (12), 2196 Quilchena (1), In Community (5), HLH (1), Crossroads (2), Stollery (2)</p> <p><u>LOS Requests:</u> 18  <u>Naloxone Administered By Staff:</u> 16  <u>911 Called:</u> 112  <u>Fire Alarm Set Off:</u> 7  <u>False Alarms:</u> 4  <u>Client Injuries:</u> 36  <u>Staff Injuries:</u> 1  <u>Threats of Violence Towards Staff:</u> 7  <u>Actual Violence Towards Staff:</u> 3  <u>Threats of Violence Towards Clients:</u> 9  <u>Actual Violence Towards Clients:</u> 9  <u>Client Deaths:</u> 2  <u>Incident Caught On Camera:</u> 81  <u>Likely Did Not Need To Be Reported:</u> 34</p> <p><u>Times of CI's</u></p> <p>12AM-4AM: 20  4AM-8AM: 10  8AM-12PM: 29  12PM-4PM: 27  4PM-8PM: 33  8PM-12AM:39</p>
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### “Pop-up”/Temporary Housing Program Files

Upon the request of the Director of Operations, the PQI Committee attempted to audit files for the housing programs that have been put in place at the Acadian and Panorama hotels in Kamloops. These programs are temporary in nature and their longevity is based on short term funding renewals from BC Housing. The file audit did not really take place as the files did not have the bare minimum expectations of Society files such as paperwork being properly secured within the file, the names on the files being written in the LAST NAME, First Name format, and something on the front of the file that clearly shows what program the file belongs to and whether it is open or closed.

As a result, the PQI Committee is recommending the following:

**To allow the PQI Chair to create a generic “pop-up/temporary” housing program mock file that will be used as the template for the program coordinator to base their program files off of. This mock file will be considered the bare minimum for what that program will expected to produce when it comes to filing, then the coordinator will be welcome to add to it as they see fit.**

### Health Information Permissions on Sharevision

The PQI Committee was directed by the Chief Executive Officer to discuss a change to the Sharevision permissions that will allow only specified staff members to access health information. This change is the result of members of the BBI team noting the information in that section of Sharevision is sensitive and confidential and should not be available to all staff members who have a Sharevision log in. The Committee saw no issues with change and agree it is in the best interests of the client.