

## January 2021 PQI Report

The areas of focus for the PQI Committee this month were reviewing the Client Feedback Survey results, as well as evaluating the Critical Incident Report data for the third quarter, which include the months of September, October, and November 2020.

### **Critical Incident Data**

Found below is the collective data taken from Critical Incident Reports for the months of September, October, and November 2020, as well as a comparison of this data to previous quarters.

As seen in the statistics below, this past quarter has seen a spike in the number of critical incidents reported across the agency, with a 21% increase to 189 incidents, from a previous 156. The largest contributor was once again Burdock in Penticton, which went from 35 incidents to 58, an increase of 66%. Crossroads also saw an increase from 15 to 29 for an increase of 93%, as well as Fairhaven which saw an increase from 14 to 23 for an increase of 64%. As far as non-program sites reporting incidents, a positive trend was noticed in that there was a decrease from 12 to 8 CI's reported at 433 Tranquille, which highlights an improvement of 50%. In looking at the overall concerning increase in reported critical incidents, it can also be seen that there has been a significant decrease in the amount of over-reporting. There was a reduction from 34 to 10 of items that likely did not need to be reported on, a change of 340%. This also implies that of the reported incidents, 95% (179 of the 189) were justified and valid.

When discussing the continued concern of the increasing amount of critical incidents at Burdock House, it was found from the program staff that many CI's focus around mental health issues. The team feels there is a lack of support from the Mental Health mobile team in Penticton. It was also stated that the Community Care Response Team (CCRT) can be difficult to connect with, particularly in times of mental health crisis. Most often, the discussions with the CCRT result in a recommendation for staff to call 911 or RCMP. This is a relationship that the team would like to focus on improving, in order to best support the residents in Penticton.

An additional important data set to focus on is the use of Naloxone administered by staff, which once again saw a drastic increase of 119% from 16 to 35. Although client deaths tragically doubled from 2 to 4, the PQI committee noted that all deaths resulted in individuals using alone, where there was not a chance for Naloxone to be administered. This led to further discussion amongst the committee that there is a highlighted need for training staff on how to properly administer Naloxone, as it is saving lives every day. The committee would like to further research whether it is feasible to make this training an onboarding requirement for all positions within the ASK Wellness Society. Partially because of these increased overdoses and naloxone administration, client injuries also skyrocketed this quarter from 36 to 88, an increase of 144%. This has a trickle affect of correlating with a 13% increase on the amount of times 911 was called.



Wellness Society

ASKWELLNESS.CA

Streets → Homes → Health → Employment

### Third Quarter Critical Incident Data

<b>September</b>	<b>October</b>	<b>November</b>	<b>Quarter 3</b>
<p><i>Total Incidents Reported: 62</i></p> <p><i>Programs Reporting Incidents:</i>            Burdock (20), Spero (15), Crossroads (6), Mission Flats (6), Fairhaven (3), AASH/MHASH (3), Kamloops Outreach (3), Juniper (1), Stollery (1), Acadian (1), Three Eagles (1), Tradewinds (1), Panorama (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (4), HLH (1), Stollery (1)</p> <p>LOS Requests: 4            Naloxone Administered By Staff: 13            911 Called: 50            Fire Alarm Set Off: 3            False Alarms: 2            Client Injuries: 21            Staff Injuries: 0            Threats of Violence Towards Staff: 3            Actual Violence Towards Staff: 1            Threats of Violence Towards Clients: 2            Actual Violence Towards Clients: 6            Client Deaths: 3            Incident Caught On Camera: 34            Likely Did Not Need To Be Reported: 6</p> <p><i>Times of CI's</i>            12AM-4AM: 13            4AM-8AM: 8            8AM-12PM: 12            12PM-4PM: 17            4PM-8PM: 4            8PM-12AM: 8</p>	<p><i>Total Incidents Reported: 69</i></p> <p><i>Programs Reporting Incidents:</i>            Burdock (19), Fairhaven (15), Crossroads (12), Spero (6), Panorama (4), Mission Flats (3), Kamloops Street Outreach (3), Stollery (2), Bridgeway (2), AASH/MHASH (1), CLBC (1), SHOP (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            Community (4), 433 Tranquille (2), HLH (1)</p> <p>LOS Requests: 6            Naloxone Administered By Staff: 12            911 Called: 43            Fire Alarm Set Off: 3            False Alarms: 1            Client Injuries: 39            Staff Injuries: 1            Threats of Violence Towards Staff: 8            Actual Violence Towards Staff: 1            Threats of Violence Towards Clients: 8            Actual Violence Towards Clients: 13            Client Deaths: 0            Incident Caught On Camera: 28            Likely Did Not Need To Be Reported: 3</p> <p><i>Times of CI's</i>            12AM-4AM: 10            4AM-8AM: 3            8AM-12PM: 11            12PM-4PM: 17            4PM-8PM: 13            8PM-12AM: 15</p>	<p><i>Total Incidents Reported: 58</i></p> <p><i>Programs Reporting Incidents:</i>            Burdock (19), Crossroads (11), Mission Flats (7), Spero (7), Fairhaven (5), Juniper (2), Kamloops Housing (1), AASH/MHASH (1), Kamloops Outreach (1), Outreach Merritt (1), Stollery (1), Tradewinds (1) SHOP (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (2), HLH (1), In Community (1), 2196 Quilchena (1)</p> <p>LOS Requests: 1            Naloxone Administered By Staff: 10            911 Called: 33            Fire Alarm Set Off: 3            False Alarms: 2            Client Injuries: 32            Staff Injuries: 0            Threats of Violence Towards Staff: 3            Actual Violence Towards Staff: 3            Threats of Violence Towards Clients: 2            Actual Violence Towards Clients: 8            Client Deaths: 1            Incident Caught On Camera: 32            Likely Did Not Need To Be Reported: 1</p> <p><i>Times of CI's</i>            12AM-4AM: 5            4AM-8AM: 6            8AM-12PM: 13            12PM-4PM: 17            4PM-8PM: 8            8PM-12AM: 9</p>	<p><i>Total Incidents Reported: 189</i></p> <p><i>Programs Reporting Incidents:</i>            Burdock (58), Crossroads (29), Spero (28), Fairhaven (23), Mission Flats (16), Kamloops Outreach (7), AASH/MHASH (5), Stollery (4), Juniper (3), Bridgeway (2), SHOP (2), Kamloops Housing (1), Acadian (1), Three Eagles (1), Tradewinds (2), Panorama (1), CLBC (1), Outreach Merritt (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (8), In Community (5), HLH (3), 2196 Quilchena (1)</p> <p>LOS Requests: 11            Naloxone Administered By Staff: 35            911 Called: 126            Fire Alarm Set Off: 9            False Alarms: 5            Client Injuries: 88            Staff Injuries: 1            Threats of Violence Towards Staff: 14            Actual Violence Towards Staff: 5            Threats of Violence Towards Clients: 12            Actual Violence Towards Clients: 27            Client Deaths: 4            Incident Caught On Camera: 94            Likely Did Not Need To Be Reported: 10</p> <p><i>Times of CI's</i>            12AM-4AM: 28            4AM-8AM: 17            8AM-12PM: 36            12PM-4PM: 51            4PM-8PM: 25            8PM-12AM: 32</p>

### Comparable Quarterly Critical Incident Data

<b>Dec '19 to Feb '20 (Quarter 4)</b> <i>Total Incidents Reported: 196</i>	<b>March '20 to May '20 (Quarter 1)</b> <i>Total Incidents Reported: 171</i>	<b>June '20 to Aug '20 (Quarter 2)</b> <i>Total Incidents Reported: 156</i>	<b>Sept '20 to Nov '20 (Quarter 3)</b> <i>Total Incidents Reported: 189</i>
<p><i>Programs Reporting Incidents:</i>            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), Merri: Housing (2), CLBC (1), AAA (1), Merri: Outreach (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            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>LOS Requests: 13            Naloxone Administered By Staff: 14            911 Called: 147            Fire Alarm Set Off: 5            False Alarms: 7            Client Injuries: 57            Staff Injuries: 0            Threats of Violence Towards Staff: 9            Actual Violence Towards Staff: 2            Threats of Violence Towards Clients: 8            Actual Violence Towards Clients: 12            Client Deaths: 0            Incident Caught On Camera: 97            Likely Did Not Need To Be Reported: 39</p> <p><i>Times of CI's</i>            12AM-4AM: 32            4AM-8AM: 16            8AM-12PM: 29            12PM-4PM: 29            4PM-8PM: 41            8PM-12AM:48</p>	<p><i>Programs Reporting Incidents:</i>            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), Merri: Housing (2), CLBC (2), AAA (1), Property Services (1), BBI/Health (2), Tradewinds (2), Surge (4)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (9), 2196 Quilchena (2), In Community (3), HLH (2), Scattered Housing (1), Bridgeway (3), Spero (1)</p> <p>LOS Requests: 11            Naloxone Administered By Staff: 20            911 Called: 90            Fire Alarm Set Off: 3            False Alarms: 1            Client Injuries: 89            Staff Injuries: 2            Threats of Violence Towards Staff: 8            Actual Violence Towards Staff: 3            Threats of Violence Towards Clients: 2            Actual Violence Towards Clients: 21            Client Deaths: 1            Incident Caught On Camera: 56            Likely Did Not Need To Be Reported: 37</p> <p><i>Times of CI's</i>            12AM-4AM: 18            4AM-8AM: 12            8AM-12PM: 35            12PM-4PM: 25            4PM-8PM: 41            8PM-12AM:40</p>	<p><i>Programs Reporting Incidents:</i>            Burdock (35), Spero (28), Crossroads (15), Fairhaven (14), Juniper (6), Mission Flats (14), Kamloops Housing (4), AASH/MHASH (2), Maverick (1), Kamloops Outreach (9), Merri: Housing (1), AAA (2), BBI/Health (4). T-iOAT (1), Surge (2), Bridgeway(1), Panorama (1), CLBC (2), Stollery (3)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (12), 2196 Quilchena (1), In Community (5), HLH (1), Crossroads (2), Stollery (2)</p> <p>LOS Requests: 18            Naloxone Administered By Staff: 16            911 Called: 112            Fire Alarm Set Off: 7            False Alarms: 4            Client Injuries: 36            Staff Injuries: 1            Threats of Violence Towards Staff: 7            Actual Violence Towards Staff: 3            Threats of Violence Towards Clients: 9            Actual Violence Towards Clients: 9            Client Deaths: 2            Incident Caught On Camera: 81            Likely Did Not Need To Be Reported: 34</p> <p><i>Times of CI's</i>            12AM-4AM: 18            4AM-8AM: 10            8AM-12PM: 29            12PM-4PM: 27            4PM-8PM: 33            8PM-12AM:39</p>	<p><i>Programs Reporting Incidents:</i>            Burdock (58), Crossroads (29), Spero (28), Fairhaven (23), Mission Flats (16), Kamloops Outreach (7), AASH/MHASH (5), Stollery (4), Juniper (3), Bridgeway (2), SHOP (2), Kamloops Housing (1), Acadian (1), Three Eagles (1), Tradewinds (2), Panorama (1), CLBC (1), Outreach Merritt (1)</p> <p><i>Non-Program Sites Reporting Incidents:</i>            433 Tranquille (8), In Community (5), HLH (3), 2196 Quilchena (1)</p> <p>LOS Requests: 11            Naloxone Administered By Staff: 35            911 Called: 126            Fire Alarm Set Off: 9            False Alarms: 5            Client Injuries: 88            Staff Injuries: 1            Threats of Violence Towards Staff: 14            Actual Violence Towards Staff: 5            Threats of Violence Towards Clients: 12            Actual Violence Towards Clients: 27            Client Deaths: 4            Incident Caught On Camera: 94            Likely Did Not Need To Be Reported: 10</p> <p><i>Times of CI's</i>            12AM-4AM: 28            4AM-8AM: 17            8AM-12PM: 36            12PM-4PM: 51            4PM-8PM: 25            8PM-12AM:32</p>

## 2020 Client Feedback Survey Results

Overall, when assessing the client feedback results, the committee found many positive results. There was a total number of 110 surveys completed, which is a 43% increase in engagement from the 77 surveys completed in 2019. All categories scored a high average, ranging between 4.3 and 4.5. In saying this, both professionalism and knowledge saw slight declines of .02 as well as core values and safety saw slight declines by .01.

Overall Survey Data with Stakeholder Comparison							
Category	Clients - 2019	Clients - 2020	Partners - 2019	Partners - 2020	Employees - 2019	Employees - 2020	Community - 2020
Mission Statement	4.3/5	<b>4.3/5</b>	4.2/5	4.4/5	4.2/5	4.2/5	Merritt – 2.95 Penticton – 2.7 Kamloops – 2.05
Ethics	4.4/5	<b>4.4/5</b>	4/5	4.5/5	4.4/5	4.3/5	Merritt – 3.5 Penticton – 3.2 Kamloops – 2.35
Professionalism	4.6/5	<b>4.4/5</b>	4/5	4.3/5	4.2/5	4.3/5	Merritt – 3.85 Penticton – 3.45 Kamloops – 2.55
Collaboration	4.5/5	<b>4.5/5</b>	3.9/5	4.3/5	4.5/5	4.5/5	Merritt – 3 Penticton – 2.35 Kamloops – 1.8
Core Values	4.5/5	<b>4.4/5</b>	4.5/5	4.3/5	4.5/5	4.5/5	Merritt – 3.3 Penticton – 2.65 Kamloops – 2.05
Knowledge	4.6/5	<b>4.4/5</b>	4.3/5	4/5	4.1/5	4.2/5	Merritt – 2.25 Penticton – 2.25 Kamloops – 2.35
Safety	4.6/5	<b>4.5/5</b>	3.9/5	4.2/5	4.2/5	4.2/5	Merritt – 2.5 Penticton – 2 Kamloops – 1.5
Cultural Safety	N/A	<b>4.4/5</b>	N/A	4.3/5	N/A	4.5/5	Merritt – 3.05 Penticton – 2.95 Kamloops – 2.45
COVID	N/A	<b>4.5/5</b>	N/A	N/A	N/A	N/A	N/A
Increasing Community Knowledge	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	Merritt – 2.25 Penticton – 1.65 Kamloops – 1.9
ASK's Responsibility to Deal with All Homelessness Issues (5 means it is solely ASK's responsibility)	N/A	<b>N/A</b>	N/A	N/A	N/A	N/A	Merritt – 2.65 Penticton – 2.25 Kamloops – 2.65

As expected, the successful approach to having individuals complete the survey varied from program to program. Some committee members found an increase of involvement when clients were given the chance to have a staff assist with the questionnaire and when it was treated more like a conversation. Others found that the individuals preferred to complete the survey in private and drop back off to staff once finished.

The round table discussion on feedback from survey handouts led to some insightful thoughts and suggestions for future client surveys. It was found that some folks in the Outreach and SHOP programs need more motivation or incentive to sit down and complete paperwork, as they are often in a rush. Suggestions of incentives to complete the survey included candy and a gift card draw. While the committee made an intentional focus of having the client feedback survey questions framed in a simple manner, some coordinators and staff still felt that the surveys were too long and complex for clients to complete. Solutions to this from the committee included use of a pictograph alongside the numerical scale and that questions could be shortened and simplified. It was suggested to use a single question rather than a leading statement and follow-up question. Examples can be found below.

Current Mission Statement Question:

At ASK Wellness, it is our mission to provide outreach, housing, health, education, employment, and emotional support services for the marginalized and persons at risk. To what level do you agree that we are achieving our mission? (rate 1-5)

Sample Alternative Style:

At ASK Wellness, they provide outreach, housing, health, education, employment, and emotional support services for the marginalized and persons at risk. (rate on scale)



The PQI committee reviewed the client comments to assess for trends. While the comments generally varied, there was a consistent trend with individuals stating that the ASK Wellness Society is ‘helpful’ and ‘supportive’ and most individuals made positive comments of the supports ASK provides. People found inconsistency with staff’s knowledge and professionalism. For the most part, people viewed staff to be knowledgeable and professional, but there were multiple comments that stated these two traits varied, dependent on which staff is working. The full list of comments from all programs will be made available in a separate document for the Board to have the option to review. Also of note, some people wanted more information made available to them about other programs and services outside of the supports they received. With regards to COVID protocol, client feedback reflected people feeling safe and feeling that ASK was doing a thorough job with the proper protocols in place.