

March 2021 PQI Report

The area of focus the PQI Committee this month was reviewing the Critical Incident Report Data for the 4th Quarter, which included the months of December 2020, January 2021, and February 2021. Additionally, the PQI Committee Chairs presented the new Housing Outcomes Exit Data.

Critical Incident Data Review

Found below is the collective data taken from the Critical Incident Reports for the months of December 2020, January 2021, and February 2021. As this month's PQI Committee Meeting reviewed the fourth and final quarter, it allowed us to look at trends for the completed term.

Assessment of Monthly Critical Incidents from 4th Quarter

The PQI Committee noted a very significant outlier in January's data with regards to naloxone administration. Naloxone was only administered three times in the month of January. This is the second lowest number reported in the term, with the month of June seeing naloxone administered only two times.

The months of December and January saw relatively low numbers of total critical incidents, with 50 and 52 incidents being reported, respectively. However, February saw a large 40% spike with 70 incidents noted for the month, the highest monthly amount recorded throughout the term. For the Penticton programs, Amy and Puneet attributed the increase in incidents, particularly the rise in client-to-client violence, to residents being elevated since the vaccine rollout, as well as individuals being concerned and upset for the wellbeing of their friends due to the threat of the shelter shutting down. It was noted that across all cities, Interior Health appears to be burning out with the vaccine rollout, which has resulted in a decreased level of external supports being received by our folks. It was noted by Melissa that with COVID and the cold snap weather in February, this can be a hard month for people even when not faced with a pandemic.

When assessing the monthly data, Andrina observed a high frequency of mental health crises and suicidal ideation. Members agreed this is a statistic the Committee should be tracking moving forward. The Critical Incident form on ShareVision has now been updated to include suicidal ideation.

Comparables from 4th Quarter to 3rd Quarter Data

As seen in the reports below, there was a 9% reduction from the third quarter to the fourth quarter, with the total number of critical incidents decreasing from 189 to 172 incidents. Burdock remained the largest contributing program; however, their overall number of incidents saw a 16% decline from a previous 58 cases in the third quarter to the 49 reported this quarter. Mission Flats saw a decrease from 16 down to 8 reported incidents, highlighting a 50% improvement. When looking at incident type, a noted improvement was made in the amount of violence towards clients from 27 incidents to 18 incidents, reflecting a decrease of 33%; however, unfortunately violence towards staff increased by 140% from a previous 5 incidents up to 12 incidents. An ongoing trend continued with regards to the increasing number of 911 calls, which rose this quarter by 13% from 126 calls to 142 calls.



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Fourth Quarter Critical Incident Data

December 2020	January 2021	February 2021	Fourth Quarter
<i>Total Incidents Reported: 50</i>	<i>Total Incidents Reported: 52</i>	<i>Total Incidents Reported: 70</i>	<i>Total Incidents Reported: 172</i>
<i>Programs Reporting Incidents:</i> Burdock(16), Spero(11), Crossroads(6), Fairhaven(5), Kam Street Outreach(3), Merritt Outreach(1), SHOP(1), AASH/MASH(1), Juniper(1), Stollery(1)	<i>Programs Reporting Incidents:</i> Crossroads(14), Burdock(13), Fairhaven(7), Spero(5), Mission Flats(3), Kamloops Street Outreach(2), Juniper(2), Stollery(1), Mattress(1), AASH/MASH(1)	<i>Programs Reporting Incidents:</i> Burdock(20), Spero(15), Fairhaven(8), Crossroads(7), Mission Flats(5), Kamloops Street Outreach(4), Merritt Outreach (2), AASH/MASH(2), Juniper(1), Mattress(1)	<i>Programs Reporting Incidents:</i> Burdock(49), Spero(31), Crossroads(27), Fairhaven(20), Kamloops Street Outreach(9), Mission Flats(8), Juniper(4), AASH/MASH(4), Merritt Outreach(3), Mattress(2), Stollery(2), SHOP(1)
<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(2), Community Kamloops(2)	<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(1), Stollery(1)	<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille (4), Community Merritt (3), Community Kamloops (1)	<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(7), Community Merritt(3), Community Kamloops(3), Stollery(1)
LOS Requests: 5 Naloxone Administered By Staff: 10 911 Called: 40 Fire Alarm Set Off: 4 False Alarms: 2 Client Injuries: 31 Staff Injuries: 0 Threats of Violence Towards Staff: 1 Actual Violence Towards Staff: 2 Threats of Violence To Clients: 0 Actual Violence Towards Clients: 4 Client Deaths: 2 Incident Caught On Camera: 32 Likely Didn't Need To Be Reported: 3	LOS Requests: 4 Naloxone Administered By Staff: 3 911 Called: 44 Fire Alarm Set Off: 0 False Alarms: 0 Client Injuries: 35 Staff Injuries: 0 Threats of Violence Towards Staff: 3 Actual Violence Towards Staff: 6 Threats of Violence To Clients: 4 Actual Violence Towards Clients: 7 Client Deaths: 0 Incident Caught On Camera: 29 Likely Didn't Need To Be Reported: 5	LOS Requests: 2 Naloxone Administered By Staff: 14 911 Called: 57 Fire Alarm Set Off: 3 False Alarms: 1 Client Injuries: 43 Staff Injuries: 1 Threats of Violence Towards Staff: 7 Actual Violence Towards Staff: 4 Threats of Violence To Clients: 2 Actual Violence Towards Clients: 7 Client Deaths: 1 Incident Caught On Camera: 34 Likely Didn't Need To Be Reported: 2	LOS Requests: 11 Naloxone Administered By Staff: 27 911 Called: 142 Fire Alarm Set Off: 7 False Alarms: 3 Client Injuries: 109 Staff Injuries: 1 Threats of Violence Towards Staff: 11 Actual Violence Towards Staff: 12 Threats of Violence To Clients: 6 Actual Violence Towards Clients: 18 Client Deaths: 3 Incident Caught On Camera: 95 Likely Didn't Need To Be Reported: 10
<i>Times of CI's</i> 12AM-4AM: 10 4AM-8AM: 4 8AM-12PM: 9 12PM-4PM: 15 4PM-8PM: 5 8PM-12AM: 7	<i>Times of CI's</i> 12AM-4AM: 8 4AM-8AM: 1 8AM-12PM: 10 12PM-4PM: 9 4PM-8PM: 12 8PM-12AM: 12	<i>Times of CI's</i> 12AM-4AM: 5 4AM-8AM: 4 8AM-12PM: 13 12PM-4PM: 17 4PM-8PM: 24 8PM-12AM: 7	<i>Times of CI's</i> 12AM-4AM: 23 4AM-8AM: 9 8AM-12PM: 32 12PM-4PM: 41 4PM-8PM: 41 8PM-12AM: 26

2020 Comparable Quarterly Critical Incident Data

March '20 to May '20 (Quarter 1) <i>Total Incidents Reported: 171</i>	June '20 to Aug '20 (Quarter 2) <i>Total Incidents Reported: 156</i>	Sept '20 to Nov '20 (Quarter 3) <i>Total Incidents Reported: 189</i>	Dec '20 to Feb '21 (Quarter 4) <i>Total Incidents Reported: 172</i>
<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), Merritt: 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: 20 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>	<p><i>Programs Reporting Incidents:</i> Burdock(49), Spero(31), Crossroads(27), Fairhaven(20), Kamloops Street Outreach(9), Mission Flats(8), Juniper(4), AASH/MASH(4), Merritt Outreach(3), Mattress(2), Stollery(2), SHOP(1)</p> <p><i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(7), Community Merritt(3), Community Kamloops(3), Stollery(1)</p> <p>LOS Requests: 11 Naloxone Administered By Staff: 27 911 Called: 142 Fire Alarm Set Off: 7 False Alarms: 3 Client Injuries: 109 Staff Injuries: 1 Threats of Violence Towards Staff: 11 Actual Violence Towards Staff: 12 Threats of Violence To Clients: 6 Actual Violence Towards Clients: 18 Client Deaths: 3 Incident Caught On Camera: 95 Likely Didn't Need To Be Reported: 10</p> <p><i>Times of CI's</i> 12AM-4AM: 23 4AM-8AM: 9 8AM-12PM: 32 12PM-4PM: 41 4PM-8PM: 41 8PM-12AM: 26</p>

Housing Outcomes Exit Data Review

Michael and Andrina completed a research project that investigated how well the Supportive Housing model has been working for participants in Penticton and Kamloops. Within both cities, it became clear that a new form of complex care housing is required to support a specific cohort of individuals who cannot be properly supported in Supportive Housing, due to their complex needs. An additional outcome of this research was the decision for individual exits from all housing programs to be tracked across the Society. Moving forward, Coordinators of all housing programs within Kamloops, Penticton and Merritt are to complete an online Exit Report after an individual moves out of the program. The PQI Committee Chairs will track these exit reports and present for assessment from the PQI Committee on a quarterly basis.

The data listed below was presented to the Committee for initial feedback; it compares each program's overall retention for the 2020 year to 2021's 1st Quarter (January, February, March). It was recommended by the Committee to separate the programs into categories, based on program type; for example, all Transitional Housing programs will be listed alongside each other. An additional recommendation was to individualize how "success" is defined within the reports to be program specific. This is due to a high retention rate indicating "success" in some programs, like a Supportive Housing program such as Burdock or Spero, whereas a lower retention rate may indicate "success" in other programs, such as Surge.

2021 Q1 Housing Exit Data

	AAA		AASH/MHASH		AASH Merritt		ACT/ICM	
	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1
Units	24		19		5		20	
Exits	10	1	29	5	9	4	14	N/A
Total Clients	34	25	48	24	14	9	34	N/A
Behavioural Exits	4	0	9	1	1	1	1	N/A
	40%	N/A	31%	20%	11%	25%	7%	
Retention	71%	96%	60%	79%	38%	56%	59%	N/A
Successful	2	0	14	1	4	2	10	N/A
Exit/Graduation/Transfer	20%	0%	48%	20%	44%	50%	71%	
Still Housed	26	24	33	20	9	7	24	N/A
	76%	96%	69%	83%	34%	78%	71%	



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	Bridgeway		Burdock		Crossroads		HLH	
	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1
Units	13		62		50		28	
Exits	5	1	22	8	15	5	4	2
Total Clients	18	14	84	70	65	55	32	30
Behavioural Exits	0	0	12	4	6	3	1	0
	N/A	N/A	55%	50%	40%	60%	25%	N/A
Retention	72%	93%	74%	89%	77%	91%	88%	93%
Successful	4	0	7	3	5	1	3	1
Exit/Graduation/Transfer	80%	0%	32%	38%	33%	20%	75%	50%
Still Housed	17	13	69	65	55	51	31	29
	94%	93%	82%	93%	85%	93%	97%	97%

	Fairhaven		Juniper		Spero		Maverick	
	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1
Units	43		29		58		23	
Exits	17	2	9	3	25	5	29	7
Total Clients	60	45	38	32	83	63	52	30
Behavioural Exits	11	1	0	0	7	3	3	3
	35%	50%	N/A	N/A	28%	60%	10%	43%
Retention	72%	96%	76%	91%	70%	92%	44%	77%
Successful	5	1	8	2	7	1	23	3
Exit/Graduation/Transfer	29%	50%	89%	66%	28%	20%	79%	43%
Still Housed	48	44	37	31	65	59	46	26
	80%	98%	97%	97%	78%	94%	88%	87%

	Mission Flats		Silverthreads		Surge	
	2020	2021 Q1	2020	2021 Q1	2020	2021 Q1
Units	54		8		10	
Exits	25	0	8	2	31	7
Total Clients	79	54	16	10	41	17
Behavioural Exits	9	0	2	0	8	1
	36%	N/A	25%	N/A	26%	14%
Retention	68%	100%	50%	80%	24%	59%
Successful	8	0	4	2	14	4
Exit/Graduation/Transfer	32%	NA	50%	100%	45%	57%
Still Housed	62	54	12	10	24	14
	78%	100%	75%	100%	59%	82%