

June 2021 PQI Report

The area of focus for the PQI Committee this month was reviewing the 2021 First Quarter Critical Incident Data.

Critical Incident Data Review

Found below is the collective data taken from the Critical Incident Reports for the months of March 2021, April 2021, and May 2021. At this month's PQI Committee Meeting, we compared the previous quarter (2020 Q4) to 2021's First Quarter.

Assessment of Monthly Critical Incidents from 2021 Q1

Due to the ongoing Provincial Overdose Crisis, Naloxone Administration stats continue to rise. This quarter saw a near-50% increase in Naloxone Administration, from a previous 27 being reported to 39 reported this quarter. The months of April and May both saw, on average, Naloxone being administered every other day in response to an overdose crisis. This is exceptionally alarming, as the Critical Incidents only track overdoses that require Naloxone to be administered, yet there are also many other overdoses that occur. Naloxone Administration is occurring with both program participants and community members. Additionally, through further assessment of the critical incidents, as well as open dialogue, the Committee discussed the increase in challenging and problematic behaviour from program participants. This is highlighted through the 145% increase in LOS requests, from a previous 11 requests in Q4 to a current 27 LOS requests being submitted in Q1. Further evidence is highlighted in violence towards both staff and program participants having increased, with an additional 11 acts of violence being reported in both categories. This marks a 92% increase in violence towards staff and a 61% increase in violence towards program participants. Program Participant deaths also doubled this quarter, and we unfortunately lost a total of 6 individuals over the previous three months.

Since the previous PQI meeting, "Suicidal Ideation" has been added as an item to track within the critical incidents. On average, three incidents were reported per month referencing individuals having suicidal ideations. The Committee members, particularly the frontline staff, feel like this is very low and not reflective of the reality of where our individuals are at with regards to mental health struggles. The primary reason for this inaccurate reflection is believed to be the fact that program participants often work through thoughts of suicidal ideation with their staff. This is then reported in daily logs, but not in critical incidents. **The Committee recommends that we add suicidal ideation as a checkbox to the daily log notes on Share Vision. It is critical that the coordinators implement more education with staff members on program participants and mental health, specifically suicidal ideation. Staff are to be informed and encouraged to report every time there is an incident.**

When looking at specific programs and building, Burdock continues to report the highest amount of critical incidents. Burdock saw a 12% increase with an additional 6 incidents reported in Q1, for a total of 55 incidents reported. In particular, the home seeing an increase in naloxone administration, along with acts of violence, as discussed in the overall agency trends. There was a significant change noted when looking at Mission Flats Manor as well. The number of critical incidents reported at Mission Flats increased by 163% from a previous 8 incidents being reported to a now 21 incidents reported.

What do these trends mean?

The PQI Committee is extremely concerned about how both staff morale and program participant wellbeing is affected by the trends noted within the critical incident data.

There is a cycle occurring with the increase in behaviours causing heavy feelings within the program participants, and those increased emotions causing further behaviours. With both the increase in the passing of program participants, and the amount of naloxone being administered, our folks are deeply affected. Many individuals express feelings of guilt, thinking they should have been there to support their friend or neighbour, should have checked in, etc. There have also been well-know community members who have passed in both Kamloops and Penticton, and that information gets to our residents very quickly. The ongoing effects of COVID-19, paired with concern for the upcoming weather concerns have our folks worried about their friends who are not housed. This worry and concern leads to a severe impact on people's mental health and perpetuates further problematic and aggressive behaviours. Coordinators should reiterate to staff the importance of being sympathetic to the deaths and acknowledgement of the loss being felt. These conversations should be approached very delicately.

There is an equal concern for staff morale with all the challenges they have been facing. Many people are having to revive individuals from an overdose on multiple occasions throughout the week, work through increased problematic and aggressive behaviour, and process the loss of individuals while having recurring 1-1 conversations with each individual resident to inform them. While they face these challenges within the workplace setting, as a society we are also feeling the effects of COVID-19, working through the feelings of transitioning back into our new normal, and also the complicated mosaic of emotions felt while we process the findings of an increasing number of unmarked Indigenous child gravesites at previous Residential Schools. Valerie Black , Occupational Health and Safety Lead, is looking into sourcing a Naloxone training video to post on our website. **The PQI Committee is recommending an increase in Naloxone Training for new hires, and that this training should be recurring for the first three months of their employment. Additionally, there should be an ongoing optional Naloxone Training for current staff who work in programs where Naloxone Administration does not occur often, for example, at Juniper House. The PQI Committee is also recommending that, due to the perceived fragility, through ShareVision, we reiterate the options that staff have for selfcare (i.e. counselling through benefits). This is to be pinned at the top of the ShareVision documentation page.**

Open Table: Heat Concern

With the expected record-breaking heat crises in all three cities that we operate, the Committee is concerned about the effects this will have on current program participants and more importantly, community members who are not housed. We will be sharing resources for water and cooling stations within the cities that we operate on our Social Media platforms. We will also keep an eye out for behaviours that could result from our folks, as there is an increased likelihood of passing of community members.

First Quarter CI Data

March 2021	April 2021	May 2021	First Quarter
<i>Total Incidents Reported: 66</i>	<i>Total Incidents Reported: 57</i>	<i>Total Incidents Reported: 61</i>	<i>Total Incidents Reported: 184</i>
<i>Programs Reporting Incidents:</i> Burdock(19), Spero(9), Mission Flats(8), Crossroads(6), Fairhaven(5), Kam Street OR(4), Surge(2), CLBC Kam(2), CLBC Merritt(2), Juniper(2), Maverick(2), Kam Housing Outreach(1), AASH Merritt(1), MHASH Kam(1), TiOAT(1), AAA(1)	<i>Programs Reporting Incidents:</i> Burdock(15), Spero(10), Fairhaven(9), Crossroads(8), Mission Flats(4), Kam Housing OR(4), Henry Leland(2), Juniper(1), Stollery(1), AASH Kam(1), CLBC Kam(1), Kam Street OR(1)	<i>Programs Reporting Incidents:</i> Burdock(21), Fairhaven(9), Crossroads(9), Mission Flats(9), Spero(5), Surge(3), MASH(2), Juniper(2), ACT/ICM(1)	<i>Programs Reporting Incidents:</i> Burdock(55), Spero(24), Crossroads(23), Fairhaven(23), Kams Street Outreach(5), Mission Flats(21), Juniper(5), AASH/MASH(4), CLBC Kam(3), Surge(2), Henry Leland(2), CLBC Merritt(2), Maverick(2), Merritt AASH(1), Stollery(1), Kam Housing OR(1), TiOAT(1), AAA(1)
<i>Non-Program Sites Reporting Incidents:</i> Community Kamloops(4), 433 Tranquille(4), Stollery(2), Bridgeway(2), Maverick(1)	<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(3), Community Kamloops(2), Maverick(1)	<i>Non-Program Sites Reporting Incidents:</i> Bridgeway(3), Community Penticton (2), Community Kamloops(1), Maverick(2)	<i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(7), Community Kamloops(7), Bridgeway(5), Maverick(4), Community Penticton(2), Stollery(2)
LOS Requests: 13 Naloxone Administered By Staff: 9 911 Called: 53 Fire Alarm Set Off: 5 False Alarms: 1 Client Injuries: 40 Staff Injuries: 1 Threats of Violence Towards Staff: 4 Actual Violence Towards Staff: 8 Threats of Violence To Clients: 2 Actual Violence Towards Clients: 12 Client Deaths: 2 Incident Caught On Camera: 34 Likely Didn't Need To Be Reported: 1 Suicidal Ideation: 3	LOS Requests: 5 Naloxone Administered By Staff: 16 911 Called: 50 Fire Alarm Set Off: 4 False Alarms: 3 Client Injuries: 34 Staff Injuries: 2 Threats of Violence Towards Staff: 3 Actual Violence Towards Staff: 9 Threats of Violence To Clients: 1 Actual Violence Towards Clients: 8 Client Deaths: 2 Incident Caught On Camera: 29 Likely Didn't Need To Be Reported: 1 Suicidal Ideation: 3	LOS Requests: 9 Naloxone Administered By Staff: 14 911 Called: 46 Fire Alarm Set Off: 4 False Alarms: 1 Client Injuries: 36 Staff Injuries: 0 Threats of Violence Towards Staff: 0 Actual Violence Towards Staff: 6 Threats of Violence To Clients: 0 Actual Violence Towards Clients: 9 Client Deaths: 2 Incident Caught On Camera: 34 Likely Didn't Need To Be Reported: 3 Suicidal Ideation: 2	LOS Requests: 27 Naloxone Administered By Staff: 39 911 Called: 149 Fire Alarm Set Off: 13 False Alarms: 5 Client Injuries: 110 Staff Injuries: 3 Threats of Violence Towards Staff: 7 Actual Violence Towards Staff: 23 Threats of Violence To Clients: 3 Actual Violence Towards Clients: 29 Client Deaths: 6 Incident Caught On Camera: 97 Likely Didn't Need To Be Reported: 5 Suicidal Ideation: 8
<i>Times of CI's</i> 12AM-4AM: 4 4AM-8AM: 6 8AM-12PM: 19 12PM-4PM: 15 4PM-8PM: 12 8PM-12AM: 10	<i>Times of CI's</i> 12AM-4AM: 4 4AM-8AM: 3 8AM-12PM: 7 12PM-4PM: 13 4PM-8PM: 15 8PM-12AM: 15	<i>Times of CI's</i> 12AM-4AM: 13 4AM-8AM: 4 8AM-12PM: 12 12PM-4PM: 9 4PM-8PM: 10 8PM-12AM: 13	<i>Times of CI's</i> 12AM-4AM: 21 4AM-8AM: 13 8AM-12PM: 38 12PM-4PM: 37 4PM-8PM: 37 8PM-12AM: 38



2020 Fourth Quarter	2021 First Quarter	Comparables
<p><i>Total Incidents Reported:</i> 172</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>	<p><i>Total Incidents Reported:</i> 184</p> <p><i>Programs Reporting Incidents:</i> Burdock(55), Spero(24), Crossroads(23), Fairhaven(23), Kams Street Outreach(5), Mission Flats(21), Juniper(5), AASH/MASH(4), CLBC Kam(3), Surge(2), Henry Leland(2), CLBC Merritt(2), Maverick(2), Merritt AASH(1), Stollery(1), Kam Housing OR(1), TiOAT(1), AAA(1)</p> <p><i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(7), Community Kamloops(7), Bridgeway(5), Maverick(4), Community Penticton(2), Stollery(2)</p> <p>LOS Requests: 27 Naloxone Administered By Staff: 39 911 Called: 149 Fire Alarm Set Off: 13 False Alarms: 5 Client Injuries: 110 Staff Injuries: 3 Threats of Violence Towards Staff: 7 Actual Violence Towards Staff: 23 Threats of Violence To Clients: 3 Actual Violence Towards Clients: 29 Client Deaths: 6 Incident Caught On Camera: 97 Likely Didn't Need To Be Reported: 5 Suicidal Ideation: 8</p> <p><i>Times of CI's</i> 12AM-4AM: 21 4AM-8AM: 13 8AM-12PM: 38 12PM-4PM: 37 4PM-8PM: 37 8PM-12AM: 38</p>	<p><i>Total Incidents Reported:</i> +12 (+7%)</p> <p><i>Programs Reporting Incidents:</i> Burdock(+12%), Spero(-23%), Crossroads(-15%), Fairhaven(+15%), Kams Street Outreach(-45%), Mission Flats(+163%), Juniper(+25%)</p> <p><i>Non-Program Sites Reporting Incidents:</i> 433 Tranquille(0), Community Kamloops(+130%), Bridgeway(+500%), Maverick(+400%), Community Penticton(+200%), Stollery(+100%). Community Merritt (-300%)</p> <p>LOS Requests: +16 (+145%) Naloxone Administered By Staff: +12 (+45%) 911 Called: +7 (+5%) Fire Alarm Set Off: +6 (+86%) False Alarms: +2 (+67%) Client Injuries: +1 (1%) Staff Injuries: +2 (+200%) Threats of Violence Towards Staff: -4 (-36%) Actual Violence Towards Staff: +11 (+92%) Threats of Violence To Clients: -3 (-50%) Actual Violence Towards Clients: +11 (+61%) Client Deaths: +3 (+100%) Incident Caught On Camera: +2 (+2%) Likely Didn't Need To Be Reported: -5 (-50%) Suicidal Ideation: 8</p> <p><i>Times of CI's</i> 12AM-4AM: -2 4AM-8AM: +4 8AM-12PM: +6 12PM-4PM: -4 4PM-8PM: -4 8PM-12AM: +12 (+46%)</p>