

Huddle #2 Notes – Leadership

1. If you witnessed a safety concern, workplace violence incident, or client safety incident, what would you do and how would you report it?

At the ADP, events are documented in EasyCare and reported to the Quality Team according to the Event Reporting policy after the immediate safety concerns of the client and staff members involved in the incident are addressed. The Social Worker also calls the family to inform them of the event. At the end of the day, debriefs are done with staff in a culture of no-blame to capture key learnings from the event and discuss strategies to prevent recurrence. In addition, the Social Worker will follow up with the client and family daily for a few days following the event to check in on the client and family's well-being and offer support if needed.

In Client Services, the Event Reporting process is followed as well. When the report of an event is received, the immediate safety concerns of the staff and client involved in the risk and safety event is first addressed. The event is then reported to the Quality team for follow up and escalation to our funders if required. The client and family is also followed up with following an

Quarterly reports on event data are sent to the ADP by Quality. This helps identify event trends and focus where additional support, resources, or education may be needed. Madeline reviews these reports with staff to identify improvement areas collaboratively.

2. What patient safety education or training have you received in the past year, and how has it helped you provide safer care?

Our Quality team runs event reporting Event reporting education is being held by the Quality team throughout September and refresher education will take place annually. Our Event Reporting policy can be accessed by all staff on CareNet. Client safety training reminders are provided at quarterly PSW team meetings, including topics such as safety checks. At the ADP, staff members were also recently provided with training on managing responsive client behaviors.

3. How does your program/service/department ensure timely and coordinated care transitions?

When referrals are received from Home Services for funded programs, updated client information is received by our admin staff when creating a new client file. This information is shared with Client Service Supervisors and if necessary, Client Service Managers. Case notes are used to document important client information as well on a client's file. Case conferences are also used to support warm transfer and smooth

transitions between programs and service providers. In the Holocaust Program, new clients must be seen within two weeks for initial assessment. At ADP, new referrals are sent to us and the SW will put out an initial call to the family within 24-48 hours