Client Safety

Safer Healthcare Now! Early Adopter

Jody Hales
Director, Quality Assurance & Risk
Community Health & Wellness Programs

October 28, 2015

CANADIAN RED CROSS

Our Aging Population

- **Acuity**
- **Frailty**
- **Needs**
- **Expectations**

Strategic Foundation

- Strategy
- Structure
- Leadership
- Q/S Drivers

CANADIAN
RED CROSS

Areas of Excellence

- **Disasters & Emergencies**

- **Prevention & Safety**

- **Community Health & Wellness**

System Enablers

CANADIAN RED CROSS

HOME SUPPORT SERVICES

- ❏ Home Care Services
- ❏ Assisted Living Services
  - • High-risk seniors
  - • Supportive housing
- ❏ Attendant Outreach
- ❏ Low Acuity Personal Support

- • **734,579 Home Support Service Hours**
- • **95,794 days dedicated to Assisted Living related services**

COMMUNITY SUPPORT
SERVICES

- ❑ Transition Home
- ❑ Adult Day Programs
- ❑ System Navigation
- ❑ Food/Nutrition Programs

- ❑ Social Inclusion
- ❑ Transportation
- ❑ Senior Safety Programs

- • **352,694 meals provided**
- • **337,631 rides provided by Transportation services**
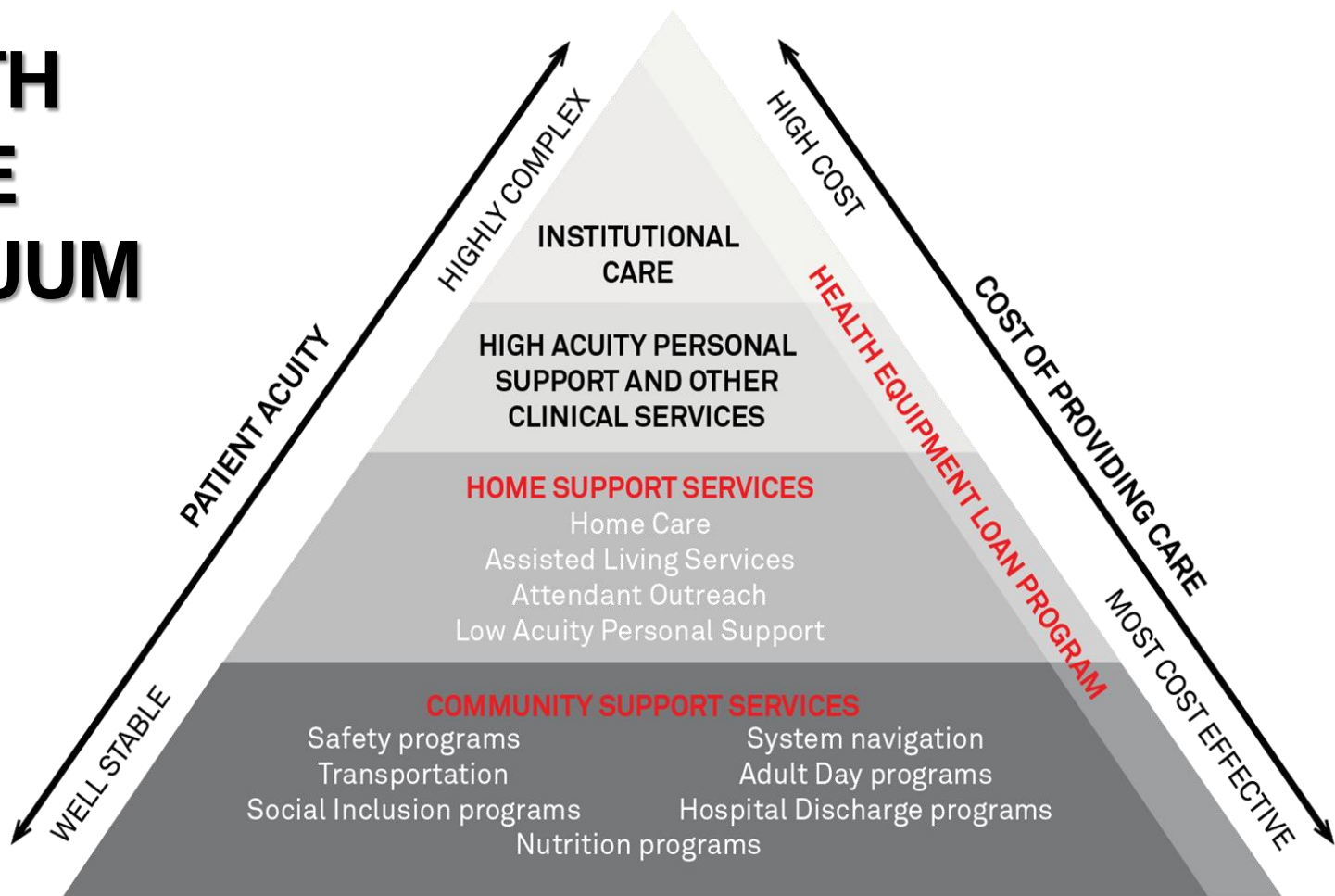
HEALTH EQUIPMENT
LOAN PROGRAMS

- ❑ Community Health Equipment Loan Program (HELP)

- ❑ Specialized Health Equipment Loan Programs

- ❑ Bed Loan Program

- **More than 270,000 pieces of health equipment were loaned across Canada**
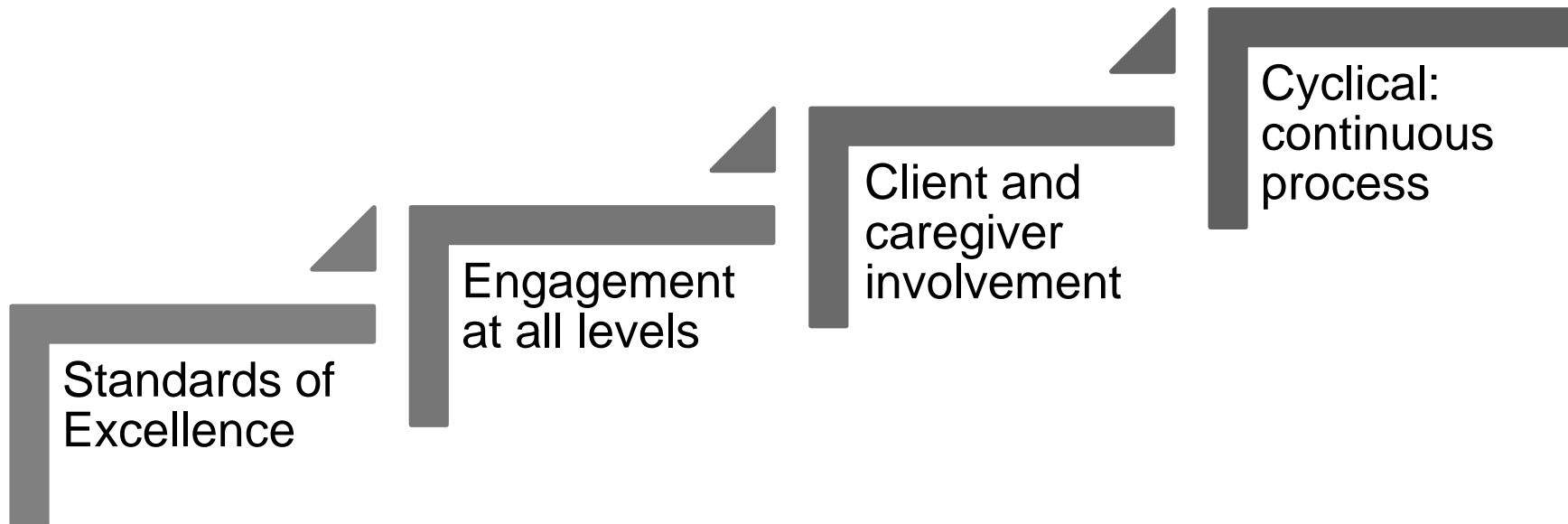
HEALTH CARE CONTINUUM

PATIENT ACUITY

HIGHLY COMPLEX

WELL STABLE

HIGH COST

COST OF PROVIDING CARE

MOST COST EFFECTIVE

HEALTH EQUIPMENT LOAN PROGRAM

INSTITUTIONAL CARE

HIGH ACUITY PERSONAL SUPPORT AND OTHER CLINICAL SERVICES

HOME SUPPORT SERVICES
Home Care
Assisted Living Services
Attendant Outreach
Low Acuity Personal Support

COMMUNITY SUPPORT SERVICES
Safety programs
Transportation
Social Inclusion programs
System navigation
Adult Day programs
Hospital Discharge programs
Nutrition programs

CANADIAN RED CROSS

Key Drivers

- Accreditation
- Standardized Assessment tool
- CPSI – SHN initiatives and resources

CANADIAN
RED CROSS

Accreditation

Standards of Excellence

Engagement at all levels

Client and caregiver involvement

Cyclical: continuous process

CANADIAN
RED CROSS

Standardized Assessment Tool

interRAI CHA

• Person-centered assessment system that informs service planning

• Focuses on the person's functioning and quality of life by assessing needs, strengths, and preferences, and prompts referral when appropriate

• When used over time, it provides the basis for an outcome-based assessment of the person's response to care or services
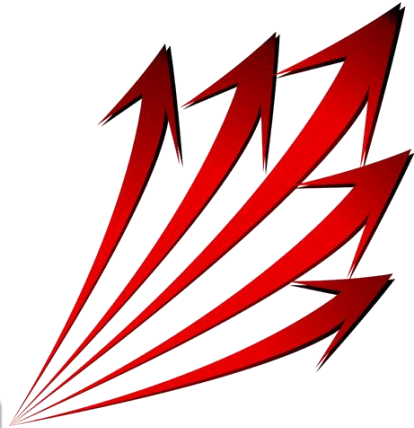
**CANADIAN
RED CROSS**

CPSI

Quality Improvement Initiatives

- 2010 Falls Prevention VLC

- 2015 National Falls Audit

- 2015 Falls Prevention VLC

Horizontal diffusion

CANADIAN
RED CROSS

CPSI

Tools & Resources

• Improvement frameworks - Getting Started Kits

• Canadian Incident analysis framework

• Fall prevention resources

• Medication safety resources

• IPAC resources

Process Improvement

CANADIAN RED CROSS

Accountability (Quality/Safety)

❑ Standing agenda item

❑ Quarterly Reports

❑ Quarterly Newsletter

❑ QIP and associated QI indicators

❑ Program Performance Measurement
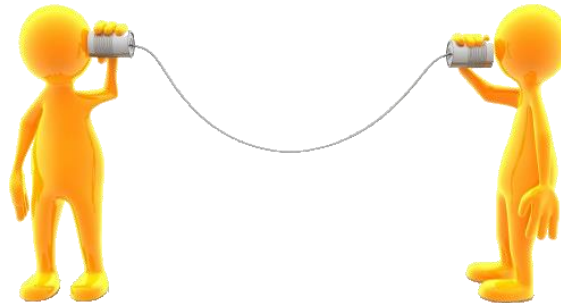
❑ CQI Teams

CANADIAN
RED CROSS

Client Safety Event Management

Standardized incident reporting process

Sentinel/Serious event management process

Spread the Knowledge, Learning

- Safety Alerts
- Quarterly Reports
- Quality Newsletter

CANADIAN
RED CROSS

Preparedness

- Emergency Planning/Pandemic Planning
- Client ERL codes
- Service Contingency Plans
- Client/Caregiver Education

At the Table

❑ Representation on external committee/working groups

❑ Service provider collaboration

❑ Integration opportunities

❑ Speaking events

❑ Community Sector and cross sectoral association involvement

**CANADIAN
RED CROSS**

- **Without change** there is no innovation, creativity, or incentive for improvement. Those who initiate change will have a better opportunity to manage and lead the change that is inevitable.

  - -William Pollard-

Thank You!

Contact Info:

jody.hales@redcross.ca

905-328-6268

CANADIAN
RED CROSS