



QUALITY ASSURANCE & PLANNING NEWSLETTER

Editor: Jeanne Jewell December 2021, edition #6

Please use the opportunity of the upcoming Christmas season to pause and reflect on the important things around us. Cherish peace and share some good will with others!



INCIDENT REPORTS & SERIOUS OCCURRENCE REPORTING:

Do you ever wonder what happens after you have completed an incident report form at CLFFD? The Quality Assurance & Planning Manager receives a copy of all incident reports that are completed and sometimes instead of an incident report, she receives an email with information in it that is very important regarding an individual's health and safety. Once she receives information, she determines if the situation meets the serious occurrence reporting requirement. If a Serious Occurrence Report needs to be filed with the Ministry, it will either be a Level 1 or a Level 2 and each Level has several sub categories such as Medication errors or omissions etc. Some examples of Level 1 are: a life threatening illness, an illness requiring emergency medical services, suicidal behavior, Alleged, witnessed or suspected assault, suspicious or unauthorized individual absence etc. There are specific reporting requirements with time frames for each level, which is why we ask that incident reports be detailed and completed asap.

Reminder when completing an incident report, please ensure you are following the Procedure on Reporting Incidents under the Policies & Procedures tab - Agency Wide Service User Related Information on our CLFFD webpage or speak to your supervisor if you have questions.

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FOCUS Accreditation Update:
The Pre-assessment portion of the process has started. This process is a short version of answering yes or no if we believe that we are on track for each domain. This will be submitted to FOCUS in the new year and then the actual work of Accreditation will begin

Merry Christmas everyone!



Have you recently looked at the individual support plan of the person you support? In doing so, you bring to the forefront this person's goals and wants and dislikes and will spark energy in supporting this individual

I would be happy to answer any questions that you may have about Quality Assurance & Planning or include items of interest on these topics in this newsletter each month. Please reach out to me at 274-5556 ext #235 or @ jjewell@clfortfrances.com