

Safety Committee Meeting Minutes 12/19/2018

Present: LaVeda Bacetti, Paul Beeker, Alia Bodnar, Aisha Darby, Stephanie Donelan, Margaret Flanagan, Tonii Gedin, Eva Hendrix, Taylor Kasky, Kevin Kearney, Katie League, Catharina Lee, Parita Patel, Kim Riopelle, Cyndy Singletary, Jen Tate, Malcolm Williams, Lawanda Williams,



Agenda:

1. **Emergency weather event tabletop exercise:** This exercise is facilitated using a FEMA *Prepare Your Organization for a Winter Storm* toolkit. The tool contains a hypothetical scenario which was read aloud, and then followed up with 3 prompts.
 - a. The goal of this exercise is to identify strengths and weaknesses in areas such as: Facilities preparedness, Established policies and procedures, Continuity of operations plans, and Emergency preparedness plan
 - b. The Safety Committee heard the hypothetical scenario, detailing an approaching winter storm on a Sunday, and how staff and clients should respond.
 - c. The results (attached) demonstrated an overall understanding and preparedness by staff. However, some details remained in need of fleshing out.
 - d. Next steps: Prioritize emergency preparedness as a training priority in 2019
2. **Incident Reporting Data**
 - a. Distributed a handout with data from the GRC regarding incident reporting in 2018.
 - b. Data included incidents by:
 - i. Type: 76% of incidents that come in are Codes, Other, or Physical/Verbal/Criminal – 2019 goal is to increase reporting in other categories.
 - ii. Site: Fallsway has the highest rate of reporting – 2019 goal is to increase reporting across sites.
 - iii. Quarter: Highest rate was in Q2, which makes sense because this was right after we rolled out the system
 - c. Review of reporting data shows that a significant amount of incidents involve issues of staff safety, so moving into 2019 there will be an emphasis on addressing staff concerns and ensuring staff issues are followed up on appropriately
3. **Safety Dashboard**
 - a. Incident reporting data showed approximately 90 incidents involving staff safety. Because this is an important area to address, the safety dashboard would act as a means of providing staff an at-a-glance picture of what issues are coming up and how they are being addressed
 - b. Multiple steps are required to address staff safety issues:
 - i. How is the issue addressed initially
 - ii. How was the change implemented to prevent future occurrences
 - c. Need to gauge whether staff feel more safe after client issues are resolved
 - d. There is a general sentiment that staff don't feel heard or trusted
 - i. How can we better balance client treatment priorities with staff safety – acknowledging that it's hard to put some issues into perspective without background on client treatment, etc.

- e. What services can be offered to help staff feel supported and process
 - i. Ensuring supervisors are engaged and respond to incidents immediately
 - ii. Making space for discussions and check-ins
 - iii. Offering services to ensure promotion of self-care (such as offering 20 mins after an incident occurs)
 - iv. Help staff reconcile feelings of guilt (if they need to call 911 for example)
 - v. Encourage staff to support each other and not judge – challenge and correct behaviors that lead to non-reporting
 - vi. Use tabletop exercise to help educate supervisors on the most effective means of following up with staff
- f. Will survey staff to gauge how they feel about follow-up – use the dashboard to show staff response rather than raw data regarding incidents
 - i. Survey will ask 5 questions regarding how the incident was followed-up on and how that follow-up could have been improved
- 4. Following meeting, FAQ re: clinical coaches will be circulated. This is a means to have staff go to other sites and engage in information sharing and collaboration.

Next meeting: January 16th at 1pm.

Attachment A:

Emergency weather event tabletop exercise (December 19, 2018)

This exercise is facilitated using a FEMA *Prepare Your Organization for a Winter Storm* toolkit. The tool contains a hypothetical scenario which was read aloud, and then followed up with 3 prompts.

The goal of this exercise is to identify strengths and weaknesses in areas such as:

- Facilities preparedness
- Established policies and procedures
- Continuity of operations plans
- Emergency preparedness plan

The Safety Committee heard the hypothetical scenario, detailing an approaching winter storm on a Sunday, and how staff and clients should respond.

1. **Prompt 1:** Who is responsible for receiving information regarding an approaching winter storm?

- a. This information would go to the CEO, CAO and the CHO – all of whom would be in discussion regarding the storm and potential impact on clinical operations.
- b. Decisions regarding HCH closures are made on the day of, by 5am in the morning.
- c. Areas for improvement:
 - a. While designated staff are responsible for disseminating closure information, there should be alternative plans in place in case those staff are unavailable – for example, there need to be plans for sending out all staff text, for alerting clients, and for updating the phone messages

2. **Prompt 2:** What information is being shared with staff and clients, and how?

- a. Executive team is ultimately responsible for deciding what/when information gets shared out
- b. HCH can use Televox to get information out to clients regarding closures
- c. Director of Area Operations will send email out staff at community sites regarding closures
- d. Areas for improvement:
 - a. Currently, there is not a good method to get information regarding closures out to walk-in clients. However, an LED screen that can be updated remotely will be implemented in early 2019. This will provide a mechanism for give client's real-time information regarding hours etc.
 - b. General feelings regarding HCH messaging during inclement weather closures is that there could be more clarity around how delays are handled. Rather than using an hour amount for the delay, just state a concrete opening time (since folks have different starting hours). Also need to increase aware among staff about the text alert system. A notice should go out in the teaser to help ensure all staff are aware.
 - c. Through discussion, it was identified that HCH could benefit from longer-term planning regarding emergency closures. In particular, it would be beneficial to have established procedures for updating phone and portal messages, and for providers to actively check client contact information to ensure we have the most up-to-date.

3. **Prompt 3:** When you hear that a winter storm warning has been issued, what are your immediate concerns?

- b. Most people expressed a “wait and see” feeling.
- c. From a facilities perspective, there are things that need to be prepped, such as pre-salting sidewalks, shovels, snow-blower.
- d. On the clinical sides, it’s important to double check client medications to see who will need refills in the coming week, print off schedules to see what appointments are scheduled.
- e. Generally, managers need to check in with their teams to see who might be located in an area that could have more issues with snow/ice
- f. Staff who would be conducting outreach should check areas and roads
- g. Areas for improvement:
 - a. Identify who is responsible for watching/monitoring news alerts and updates on situation
 - b. There is very little information available in the lobby for clients regarding inclement weather updates
 - c. Also need to improve early closure response – how to handle staff who are in the field, should staff with longer commutes be let go earlier?
 - d. Need to develop plans for CCP

Overall, it seems as though we are prepared to handle short-term weather events, but could benefit from increased preparedness for a longer-term event.

Next steps: Emergency events will be prioritized for staff training in 2019.