



## **Safety Committee Meeting Minutes 12/20/2017**

**Present:** Sean Berry, Catharina Lee, Kim Riopelle, Cyndy Singletary, Laveda Bacetti, Leroy Harcum, Eva Hendrix, Tonii Gedin, Maria Martins Evora, Katie League, Lawanda Williams, Margaret Flanagan, Taylor Kasky

### **Agenda:**

#### **I. Incident Debrief(s)**

- a. Addressing the recurring issue with client who causes serious safety and security risks and concerns for other clients and staff.
  - i. CAO and Senior Leadership are working towards initiating a permanent ban from the Agency and requesting a peace order. They will work with his providers to initiate the ban and transfer his care to another clinic to ensure continuity of care.
  - ii. This decision was made after much thought and consideration. There was no other option than to permanently ban – the threat he posed to other clients outweighed the services he was receiving.
  - iii. Discussions underway as to how to request a peace order – what evidence do we have; how can he be successfully served; how can we prevent him from occupying the space when the Agency is closed; will need to rely on the police more to remove him if he violates the PO; will need to work with clients to help remove them from potentially compromising situations.
  - iv. Outreach will discuss terms of the ban with him and will work with CAO to develop a plan.
- b. Non-medical staff handling medications
  - i. Stemming from incident involving medications left in a staff member's car, discussion surrounded current role non-medical staff play with medication management and identify system changes/improvements that can be made to support staff and ensure safety around medication handling
  - ii. Will work to get a baseline for how each team interacts with medications – e.g. are clients asking for help with dosage directions? Or are they requesting pick-up/drop off?
    1. Specifically with respect to mobile unit, outreach, case management and supportive housing
  - iii. Need to provide clarification for: appropriate handling; labeling requirements; storage; staff keeping medications at their desk or in their car; how are teams picking up meds; ensure outreach know what they are delivering; what to do when client is not available or refuses to accept the delivery of medication; how long can a provider remain in possession of medications; what advice can staff

give to clients re: medications; what to do and who to contact in the event a client asks a question about medications that cannot be answered by a non-medical provider

- iv. Special consideration given to narcotics, handling and delivering.
  - 1. The pharmacy should never allow anyone other than the individual to whom the medication is prescribed to pick it up
- v. In addition to training, will develop a policy with a sign-off

## **II. GRC Training content**

- a. What, When, Where, Why: Incident Reporting
  - i. Will develop a training and get feedback from Safety Committee
  - ii. Training will include what to report and how to report it
- b. How: GRC
- c. Increased engagement
  - i. Goal is to begin to report on near-misses as well as actual incidents and increase overall reporting, in order to analyze incident occurrences and track trends. This will allow the Agency to improve overall risk management and risk prevention
  - ii. Will provide “myth busters” about incident reporting so that all staff are aware of the process, where reports go, how they are followed up, when an investigation would take place, who will see the report

Ran out of time to discuss:

## **III. Safety committee in 2018**

- a. Training needs/requests
- b. Feedback to teams

## **IV. Reporting of Positive Events**

**Next meeting: Wednesday, January 17<sup>th</sup> @ 2:00pm**