

I cultivate rights

The right to safety

At Vigi Santé, safety has long been considered essential to offering quality services to residents. In conjunction with our partners, we have chosen the “Right to Safety” as our theme for the year 2010.

In this third edition of Rights Week, the invitation to cultivate the right to safety challenges the sense of duty and responsibility of all who work together to make our living environment safe. A recent poll of Vigi Santé’s employees and managers confirmed that the constant promotion of safety at every level of the organization greatly contributes to the continuous improvement of services and the application of safe and secure practices.

Although the notion of safety is quite wide in its scope, this year we would like to concentrate more specifically on the safe provision and administration of care and services to residents in order to “cultivate rights”.

Therefore, our week dedicated to “The Right to Safety” will put forward the practices, behaviours and methods which contribute to the resident’s right to safety.

“Excellence is an art only attained through constant practice.

We are what we do repeatedly;

Excellence is thus not an action but a habit”

Aristote



SAFETY ... A LEGAL OBLIGATION

The Quebec Government Act on Health and Social Services provides different measures intended to ensure the provision of safe care and services to individuals.

→ Article 5 states the right to personalized and safe services.

“Everyone is entitled to receive, in a personalized, continuous and safe manner, health and social services which are scientifically, humanly and socially appropriate”.

→ Article 8 specifies the user’s right to be informed of any accident which occurs during the provision of services.

→ Articles 183.1 and 183.2 mention the obligation of forming a risk management committee and the need for the implementation of a monitoring system as well as the creation of a local incident and accident register.

→ Article 233.1 underlines the duty of any person involved, in its broadest sense, in a center’s activities to report any incident or accident he or she may witness or observe.

For more details on the Quebec Government Act on Health and Social Services you can consult the Quebec Health Ministry web site.

SAFETY ... FIRST A COMMITMENT

Ensuring a high level of safety to residents is a constant objective which can only be achieved through the collective commitment shared by all the actors who contribute to the living environment. At Vigi Santé, this commitment is reaffirmed in different ways:

OUR CODE OF ETHICS

It sets forth our culture of safety through expected actions and attitudes from the staff as they respond to their duty of providing safe services.

OUR BROCHURE INTITLED “A global vision of risks” (D-DG-34)

An informative document prepared for staff, volunteers and residents and their families, in order to develop a common approach to safety and mainly to encourage concrete actions aimed at preventing accidents.

THE “Between You and I” SERIES OF BROCHURES, Number 25 being especially dedicated to safety related risk management.

This issue draws attention to the existence of multiple risks encountered in the daily lives of residents and to the existing means and structure set forth to adequately manage these risks.

Note : You may obtain these documents at the reception of the CHSLD.



MANAGING RISKS RESPONSIBLY

Even one accident is one too many. But let's be realistic, is it really possible to obtain a no risk situation? When an accident occurs, only the post event analysis enables us to distinguish the avoidable from the unavoidable.

In addition to case by case evaluation, we use a computerized register for the compilation of accident and incident reports, which gives a more global picture of the situation. For example, this table shows the percentage of residents involved in accidents or incidents.

Throughout the health care system, several risk factors have been identified. The main risk factors that we watch for are:

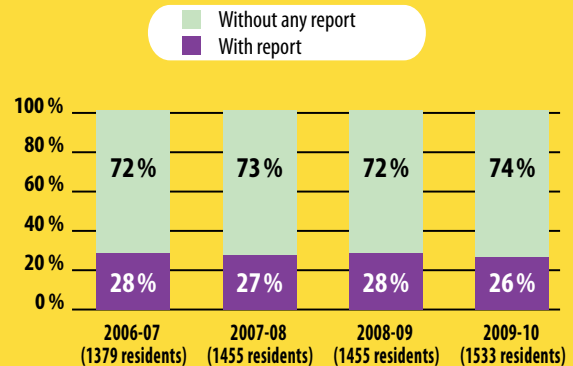
- Falls
- Errors in medication
- Restraint measures
- Injury reports
- Various types of infections and diseases (flu, gastroenteritis)
- Residents who have gone missing
- Wounds

Each case is studied independently and a quarterly report is presented to the management of the CHSLD, to the risk management committee and to the board of directors of Vigi Santé to enable a coordinated action plan of priorities to be addressed and carried out by the employees.

“When all individuals apply themselves to progress, then humanity will progress.”

Charles Baudelaire (Journaux intimes)

% of residents concerned by a report over the last 4 years at Vigi Santé



A MESSAGE FROM THE RISK MANAGEMENT COMMITTEE

As an umbrella protects us from bad weather, risk management seeks to provide similar protection to those exposed to multiple risks.

The risk management committee consists of a multidisciplinary team allowing it to act on a broad spectrum of safety related issues both in the living and the working environments. The committee members are:

- Director of quality
- Director of professional services
- Informational assets security representative
- Resident or family member
- Member of clinical personnel
- Clinical counsellor specialized in risk management (clinical aspect)
- Clinical counsellor specialized in infection prevention
- Representative of the directors of care and coordinator of client' services
- Technical activities representative
- Counsellor in workplace safety and health

The main purpose of the committee is to actively contribute to the safe provision of care and services through the search for, and the development and promotion of means to optimize safety.

TRUE OR FALSE?

- A** It is the sole responsibility of the staff to follow up on situations presenting a potential risk to residents.

FALSE: Safety is a responsibility we all share.

- B** The investigation surrounding an accident aims at identifying the guilty party.

FALSE: The purpose of the investigation is to avoid repetition. It is important to find out “why” and “how” did such a thing happen, not necessarily “who” did what.

- C** The employee work plan for the residents is an important accident prevention tool.

TRUE: Each resident’s needs are addressed through the staff’s work plan which consequently ensures safe and well adapted interventions to each resident.

ROLES AND RESPONSIBILITIES CONCERNING SAFETY WHO DOES WHAT?

In matters of safety, the responsibilities are shared by all and **everyone has a part to play.** Associate the person best suited (1 to 8) for the interventions proposed (A to H).

- 1** Housekeeping staff

- 2** Family member

- 3** Nurse or Auxiliary Nurse

- 4** Orderly (préposé)

- 5** Resident

- 6** Physiotherapist

- 7** Director of Care

- 8** Volunteer

- A** I do not buy any pharmaceutical products sold over the counter without consulting with the appropriate professional from the CHSLD.

- B** I apply restraint measures according to procedures when they are required as a last resort (control measures).

- C** I proceed with an evaluation and application of alternative measures as soon as a risk of falling is identified.

- D** I take the necessary precautions to prevent circulation where the floor is wet.

- E** I use two means of identification to well identify a resident before undertaking any treatment or administering any medication.

- F** I make sure I carefully put away brushes, solvents and paint at the end of an activity.

- G** Following an accident, I proceed with an investigation with the staff in order to apply corrective measures and provide clear and complete information about the incident.

- H** I organize my living environment with my personal safety and the safety of others in mind.

The answers are at the back of this brochure.

HOW TO ENSURE THE RESIDENTS' RIGHT TO SAFETY.... ?

... We can all contribute in our own way.

- *“... By ensuring there are no unwelcome visitors. After all, this is their home! We also need to keep an eye out for others: some cannot go out alone or when it is cold. By giving them attention and affection, we keep them safe in their own residence!”*

Eve Hardy, Administrative Agent, CHSLD Vigi Montérégie and Brossard

- *“Feeling safe has a great role to play with our residents. Sitting down for 10 minutes with a resident so he can share his fears, his loneliness, to find out why he is agitated will promote sustained harmony among residents and staff.”*

Liza Laroque, Nurse, CHSLD Vigi Mont-Royal

- *“When routine sets in there is a greater potential for accidents. We then fail to recognize the danger and an accident can happen... sadly.”*

Residents' Committee, CHSLD Vigi Deux-Montagnes

- *“The volunteers have taken the safety courses offered by the CHSLD. To mention only a few: a course on how to accompany a resident who uses a wheelchair, a walker or a cane and a course on how to use the Heimlich manoeuvre in case a resident would choke while out on leisure trips for example. These training sessions help us to offer safe activities and services to residents.”*

Diane Bergeron, Volunteer, CHSLD Vigi l'Orchidée blanche

- *“Safety, that's when the staff responds quickly to our requests, to our needs and to the service bells. When facing a problem, management makes sure that everything is back in order quickly. Should the nurse be unable to attend to my needs right away, someone will advise me. I am not fearful here. I have my intimacy; I am very well and most of all very happy and I am receiving good care. In short, I feel safe and at home right here.”*

Cécile Plourde, Resident, CHSLD Vigi Pierrefonds



Masculin is used in this publication for the sole purpose of ease of reading and without any discrimination.

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- Residents' Committee of the CHSLD Vigi Brossard
- Residents' Committee of the CHSLD Vigi Les Chutes
- Residents' Committee of the CHSLD Vigi Deux-Montagnes
- Residents' Committee of the CHSLD Vigi Dollard-des-Ormeaux
- Residents' Committee of the CHSLD Vigi Montérégie
- Residents' Committee of the CHSLD Vigi Mont-Royal
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- Residents' Committee of the CHSLD Vigi Shermont
- Residents' Committee of the CHSLD Vigi Yves-Blais
- Residents' Committee of the CHSLD Vigi Marie-Claret
- Vigi Santé's Users Committee
- Your CHSLD's Residents' Counsellor
- Your CHSLD's Complaints and Service Quality Commissioner
- Vigi Santé's Vigilance and Quality Committee
- Vigi Santé's Risk management Committee
- Vigi Santé's General Management



Vigi Santé
197, Thornhill St.
Dollard-des-Ormeaux
(Québec) H9B 3H8
www.vigisante.com

Une version française de ce feuillet est disponible sur demande.

"I cultivate the right to safety"

Theme for "Rights Week" in all Vigi Santé's CHSLDs. • May 2010
(Watch for the dates in your CHSLD)

**Come cultivate with us,
the harvest will only
be better !**

Inform yourself at your CHSLD
to obtain the names of
the members of the Residents'
Committee and the ways
of contacting them.

Get the Vigi Santé brochure
"Your satisfaction is important to us"
You will find therein the name and particulars of the
Complaints and Service Quality Commissioner of your CHSLD

ANSWERS:

ROLES AND RESPONSIBILITIES CONCERNING SAFETY • WHO DOES WHAT?
1:D 2:A 3:E 4:B 5:H 6:C 7:G 8:F