

PM ATTACHMENT 10.7.1 Sentinel Event Systems

1. Ethics, Rights, and Responsibilities (RI)

The goal of the ethics, rights, and responsibilities function is to improve care, treatment, services, and outcomes by recognizing and respecting the rights of each client and by conducting business in an ethical manner. Clients deserve care, treatment and services that safeguard their personal dignity and respect their cultural, psychosocial and spiritual values. An organization's adherence to ethical care and business practices is addressed by following these processes and activities:

- Managing the organization's relationship with clients and the public in an ethical manner,
- Helping clients understand and exercise their rights,
- Informing clients of their responsibilities in their care, treatment and services, and
- Recognizing the organization's responsibilities under law.

2. Provision of Care, Treatment, and Services (PC)

The care, treatment and services functions are provided through the successful coordination and completion of a series of processes that include:

- Appropriate initial screenings and assessing of clients needs,
- Development of a plan for care, treatment and services,
- The provision of care, treatment, and services,
- Ongoing assessment of whether the care, treatment, and services provided are meeting the client's needs, and
- The successful discharge of the client, or referral or transfer of the client for continuing care, treatment and services.

The four core processes or elements of assessing client needs, planning client care, providing the care and treatment needed, and coordinating services are related to each other through an integrated and interrelated process that occurs over time in a cyclical fashion. These elements may also include providing access to the appropriate levels of care, teaching clients what they need to know about their care, and coordinating care, treatment and services, if needed, when the client is referred, transferred or discharged.

3. Medication Management (MM)

This function addresses the activities involving the various staff participating in the organization's medication management processes. A safe medication management system addresses the following key processes (as applicable):

- Selection and procurement,
- Storage,
- Ordering and transcribing,
- Preparing and dispensing,
- Administering, and
- Monitoring

A well planned and implemented medication management system supports client safety and improves the quality of care by:

- Reducing practice variation, errors and misuse,
- Monitoring processes with regard to efficiency, quality and safety,
- Standardizing processes across the organization's sites and locations
- Using evidence-based good practices to develop medication management processes, and
- Handling all medications in the same manner, including sample medications.

This function includes the monitoring of mechanisms for reporting potential and actual medication errors, and a process to improve these processes based upon effective feedback occurring in a non-punitive culture.

4. Surveillance, Prevention, and Control of Infection (IC)

The goal of this function is to identify and reduce the risks of acquiring and transmitting infection throughout the organization among clients, staff, contract service workers and visitors in a variety of diverse settings such as residential settings and counseling services locations. The goal of an effective IC program is to reduce the risk of acquisition and transmission of infections. This is best accomplished by:

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- Incorporating this program as a component of the organization's safety and performance improvement processes,
- Performing ongoing assessment to identify risks,
- Effectively conducting surveillance, collecting data, and interpreting the data,
- Implementing infection prevention and control processes,
- Educating and collaborating with leaders across the organization,
- Integrating efforts with healthcare and community leaders, recognizing that infection prevention and control is a communitywide effort, and
- Planning for infections that may potentially overwhelm the organization's resources.

A program of such broad scope and depth requires the direct involvement of organization leaders to provide ongoing direction and allocate sufficient resources to meet the goals of this function.

5. Improving Organization Performance (PI)

The three fundamental components of performance improvement are measuring performance through data collection, assessing current performance, and improving performance. The goal of this function is to continuously study and adapt the organization's functions and processes to increase the probability of achieving desired outcomes and to better meet the needs of clients and other users of services. Leadership establishes a planned, systematic, and organizationwide approach by setting priorities to ensure that the disciplines representing care, treatment and services work collaboratively to plan, implement and improve services. Leadership provides the added important emphasis of effectively reducing unanticipated adverse events/or outcomes that may be caused by poorly designed systems, failure of systems, or errors. Providing a safe environment for staff and clients is accomplished by:

- Recognizing and acknowledging risks and unanticipated outcomes,
- Initiating actions to reduce these risks and unanticipated adverse events,
- Reporting internally on risk reduction initiatives and their effectiveness,
- Focusing on processes and systems,
- Minimizing individual blame or retribution for involvement in an unanticipated adverse event, and
- Investigating factors that contribute to unanticipated adverse events and sharing that acquired knowledge both internally and with other organizations.

Leaders are responsible to foster an environment of safety through their personal example and by supporting effective responses to actual occurrences of unanticipated adverse events; ongoing proactive risk reduction; and integration of safety priorities through organizationwide collaborative efforts.

6. Leadership (LD)

The goal of the leadership function is to provide a framework for planning, directing, coordinating, providing, and improving care, treatment, and services to respond to community and client needs and improve outcomes. Effective leadership depends on the following:

- Governance of an organization sets the framework for supporting client care, treatment and services.
- Management (leaders) creates an environment that enables an organization to fulfill its mission and meet or exceed its goals with clear lines of responsibility and accountability
- Planning, designing and providing services that reflect the organizations mission in long range, strategic, and operational plans. Services are designed, resources and staffing are allocated, and policies are created and enforced.
- Leadership is ultimately responsible for improving safety and quality of care by planning and implementing a safety management program. They ensure that a process is in place to measure, assess and improve the organizations governance, management, clinical, and support.

7. Management of the Environment of Care (EOC)

The goal of this function is to provide a safe, accessible, supportive, effective, and efficient environment for clients, staff members and others in the organization. Achieving this goal depends on the following:

- Leadership plans for the space, equipment and resources in which to safely provide services in accordance with the organizations mission, vision and values,

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- Staff members are educated about the role of the environment in safely and effectively providing care,
 - Performance standards are developed to measure staff and organizational performance in providing care.
- Effective management of the environment of care function includes processes and activities to reduce and control environmental hazards and risks, prevent accidents and injuries, and maintain safe conditions for clients, staff and others.

8. Management of Human Resources (HR)

The goal of the human resources function is to ensure that the organization determines the qualifications and competencies for all staff positions based on its mission, populations(s), and care, treatment, and services. This is accomplished through the following activities:

- Providing an adequate number of staff for effective delivery of services
- Providing competent staff through traditional employer-employee relationships or by contractual arrangements. An initial review of credentials and qualifications is performed. Experience, education, and abilities are confirmed during orientation
- Orienting, training and educating staff to increase knowledge of specific work-related issues.
- Assessing, maintaining and improving staff competence on a continuous basis.

9. Management of Information (IM)

The goal of the information management function is to support decision making to improve client outcomes; improve clinical/service documentation; assure client safety; and improve performance in client care, treatment, and services, governance, management, and support processes. Information is treated as an important resource to be managed effectively and efficiently in a planned and integrated process supporting and including all functions.

The goals of this function are met through:

- Identifying information needs,
- Designing the structure of the information management system,
- Capturing, organizing, storing, retrieving, processing and analyzing data and information,
- Transmitting, reporting, displaying, integrating and using data and information, and
- Safeguarding data and information.

10. Other Concerns

Concerns that cross several functional areas if unable to reach consensus of primary functional area.