

Annual Report on Human Rights and Critical Incidents

Life Alliance Human Rights Committee

FY 2013-2014

Introduction:

Ensuring and respecting the human rights of our consumers is a core component of Life Alliance's values and commitment to providing quality care. Our Human Rights Committee, comprised of qualified professionals, consumers, guardians and other stakeholders, meet on a quarterly basis to review incidents and analyze issues regarding consumer rights.

The Human Rights Committee, in conjunction with our Quality Management and Leadership teams, make policy and procedure determinations on a case-by-case basis, keeping in mind field-determined best practice and the best interest of the individual consumer.

The committee sets measureable goals and objectives, collects and analyzes data, and uses the measured outcomes for service improvement. This document summarizes the committee's results for Fiscal Year 2013-2014.

Incident Report Analysis:

For both offices there were seven Level I incidents and four Level II incidents reported this fiscal year. Goals set by the Quality Assurance Coordinator were no more than 25 Level I incidents and no more than eight Level II incidents annually. As these goals were exceeded, the Human Rights Committee should consider setting more aggressive goals for these objectives.

There were no Level III incidents reported at either office for this fiscal year.

No trends were found.

Back Up Staffing Incident Analysis:

There were 127 reports of failure to provide back-up staffing this fiscal year. The annual goal for this objective was 32. Quarters one and two exceeded the goal and quarter three missed it slightly. The outlier was quarter four which saw 104 incidents of failure to provide back-up staffing.

The committee determined that the large number of incidents in quarter four was primarily for two consumers. One consumer had a terminated worker and a death in the family. This accounted for 54 incidents. 21 incidents were for a consumer who was being relocated to a group home setting and declined staffing during the transition.

The committee discussed the possibility that at least one of these cases could have been listed as a service break rather than a failure to provide back-up staffing incident. It was determined that during future anomalies such as this the LME/MCO will be contacted to clarify whether the event qualifies as a service break or incident.

After removing the outlying cases from quarter four the number over overall failure to provide back-up staffing incidents was 52, still falling short of the goals set for this objective. The committee will re-evaluate this goal at their next meeting.

No trends were found. The committee should closely monitor failure to provide back-up staffing incidents to ensure that quarter four FY 2013-14 was an outlier and does not develop into a trend.

Policy Determinations:

The committee now meets on the month that follows submission of the Quarterly Incident Reporting form to the LME/MCO.

Life Alliance made no changes to its list of Client Rights.

Life Alliance made no changes to its policy of non-restrictive intervention.

Parents/guardians of Life Alliance consumers yet not employed by Life Alliance who choose to use restrictive intervention in the process of natural supports must receive approval from the Human Rights Committee.

Life Alliance changed its medication policy from Assistance with Self-Administration to Medication Administration. All Life Alliance employees working with a consumer who has not signed a medication administration refusal must undergo medication administration training, provided by a licensed professional, on an annual basis. Life Alliance consumers should be made aware of all medication they are receiving, why they are receiving it, and any potential side-effects.

The committee determined that requiring consumers to ride in the back seat is a human rights restriction and may only be imposed for safety purposes. All other safety options should be exhausted before utilizing this restriction.

The committee discussed the use of protective support devices for our consumers. It was initially determined that a wheelchair is not a restriction unless the consumers are restrained (strapped/belted, etc) in the chair. However state regulations consider a wheelchair, with or without restraints, to be protective supportive devices.

Life Alliance revised its policy on protective support devices. These devices require a signed consent from the consumer/guardian and unanimous approval from the Human Rights Committee. It is recommended that all consents be finalized at or before the FY 2014-15 quarter one meeting.