

Policy

CommuniCare Therapy is committed to providing safe care to our patients. Our policies and procedures reflect our dedication to this goal.

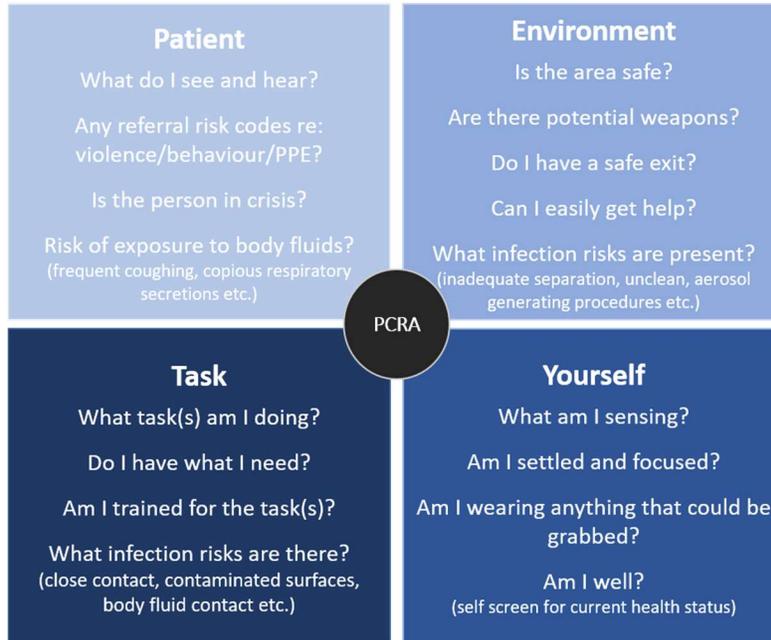
Reinforcing a culture of safety and an emphasis on safety as a priority are reflected in our strategic goals and continuous quality improvement initiatives. All staff and clinicians are expected to follow all organizational policies that promote and ensure patient safety. It is CommuniCare Therapy policy to audit and monitor for compliance with patient safety policies.

Infection control, clinician education, patient education and the provision of resources and support focused on identifying and reducing risks to patients and caregivers are all measures that we employ to ensure safe patient care.

It is policy to complete and document a patient safety and risk assessment (formal or informal) at the onset of services and to communicate perceived, actual and/or potential risks to both CommuniCare Therapy managers and our contracting partners throughout a patient's course of intervention.

Procedure

All clinicians must perform a Point of Care Risk Assessment (PCRA) prior to the initiation of care and at the start of each visit. The PCRA will help guide a clinician to identify any possible risks to themselves or the patient by asking themselves a series of questions. The patient referral and any updates must be reviewed as part of the PCRA so that the clinician is aware of any known risks or safety mitigation plan already in place (e.g., spouse restricted from being on site during visit) as identified by the contracting partners.



Adapted from Point of Care Risk Assessment – SafeCare BC
<https://www.safecarebc.ca/initiatives/violenceprevention/pointofcareassessment/>

CommuniCare’s Risk Assessment Checklist and Emergency Cue Cards can also be used to guide the PCRA and the clinician’s response following identification of a safety risk or issue impacting a patient or their care. The completion of the PCRA must be documented in the Visit Form (AlayaCare).

If a clinician identifies a new risk to the patient this must be documented (Visit Form in AlayaCare) and immediately communicated to both CommuniCare and the Care Coordinator per the Event Reporting P&P #424. CommuniCare clinicians will work with the Care Coordinators and with input from the patient/caregiver to develop a plan to address the identified safety issues.

All clinicians are expected to share CommuniCare’s brochure which includes information patient rights, privacy, communication and how to access or request additional information or resources for privacy and security, falls prevention, infection prevention and control.

Related Documents

- Emergency Cue Cards
- Event and Commendation Reporting P&P #424