



LOSS CONTROL TECHNICAL BULLETIN

8000

03/2009
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Human Services Operations Client Supervision

When policies and procedures are not followed or short cuts are taken, the opportunity for accidents increases.

Circumstance: Burns. Claimant is a male adult with a severe mental disability. He has been living in the group home for 7 years. Claimant was severely burned with second and third degree burns while taking a shower. Claimant was facing the shower handles with the spray hose draped around behind him. Attendant shut curtain to go retrieve gloves in cabinet. While STILL in the bathroom, attendant noticed the steam. Claimant was not capable of yelling.

Loss Cause Analysis: Shower was not provided with an anti-scald device. Attendant was guilty of improper supervision and unknowledgeable of extent of claimant's disability to communicate fully.

Exposures:

1. Lack of anti-scald devices
2. Failure to supervise properly
3. Failure to understand claimant's disabilities

Controls:

1. Install anti-scald devices on all plumbing fixtures
2. Review supervision policies

Circumstance: Fatality. Employee of non-insured backed over client with dementia. The vehicle was delivering insured clients to a day program. Reportedly the driver or assistant walked client into the insured's' facility (in care of insured's' employees), but claimant walked out and laid down on the ground behind the vehicle. The driver backed over the client.

Loss Cause Analysis: Improper training and supervision

Exposures:

1. Failure to supervise properly
2. Failure to follow or enforce policy

Controls:

1. Provide documented employee orientation program discussing transporting passengers with special needs
2. Provide on-site training to insured's employees showing proper procedures and controls
3. Increase supervision and monitoring at drop-off site

Common themes seen in General Liability and Abuse claims:

- Inadequate or improper supervision
- Employees not following procedures or organizational rules
- Poor training of employees during orientation and after being hired

Quality Supervision is the key component to consumer and worker safety, by ensuring proper staffing, training, promoting program policies, safe normal operating procedures, helps provide consistency in your agency towards accident prevention, abuse and neglect. Supervision helps create a team concept towards quality care giving.

Tell employees what is expected to be done, How it can be done, the hazards and exposures involved, the safeguards, demonstrate until it is understood, supervise and enforce policies and procedures.

The responsibility for the success of the Risk Management/safety program extends from the Chief Executive Offices, Executive Director/Managers and Supervisors, through every department and every worker.

All directors and supervisors should be responsible and held accountable for safety policies and procedures set forth by the agency. The directors and safety committee for the agency should continue to examine compliance of written policies and procedures per department, staffing criteria, to communicate rules and duties expected to be followed, to audit and monitor the due diligence and compliance of safety policies, to promote supervision activities of daily activities and abuse prevention and to complete self inspections. Tell the staff what is expected to be done, how it can be done, demonstrate, supervise and correct as necessary.

IMPORTANT NOTICE - The information and suggestions presented by Philadelphia Indemnity Insurance Company in this Technical Bulletin are for your consideration in your loss prevention efforts. They are not intended to be complete or definitive in identifying all hazards associated with your business, preventing workplace accidents, or complying with any safety related, or other, laws or regulations. You are encouraged to alter them to fit the specific hazards of your business and to have your legal counsel review all of your plans and company policies.



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Responsibility and Accountability Policy

Agency Responsibility

The agency recognizes the need for incorporating safe practices for all consumers and employees within the organization. It promotes the advancement of safety and Support Plans, Policies and Procedures, principles of normalization, and maintain a therapeutic relationship with residents. Managers will have the additional duty of administering the safety policies and procedures by communicating support and actively promoting safety throughout the agency through daily communications, weekly support meetings, monthly safety meetings and in-service training. Managers are accountable for safety performance and providing the incentive for maintaining safe practices.

Executive Director Responsibility

The Executive Director is responsible for providing support and information concerning safety matters and monitoring the effectiveness of the safety program. The Executive Director should be used as a resource to assist department managers and supervisors who are directly responsible for safety and accident costs within their area. The Executive Director will be expected to provide input about safety performance by department based on accident costs and/or safety activities.

Direct Manager/Supervisor Responsibility

Department managers and supervisors must consider it an essential part of their job to incorporate safety policies and procedures within their function to maintain an efficient operation. Provide leadership, training, instruction, and constructive feedback to staff throughout the shift regarding ideas, goal treatment plans, teaching strategies, and safe normal work practices. Implement Individual Support Plans, Policies and Procedures, principles of normalization, and maintain a therapeutic relationship with residents. Job performance should include the effectiveness of safety activities conducted within their department. Accident expense dollars by department should be provided on a regular basis to provide feedback to management concerning the effectiveness of their activities. Job performance reviews should include safety performance.

Employee Responsibility (This includes all On Call Staff)

All employees are required, as a condition of employment, to follow established safety policies and procedures, safe practices, and follow the direction and rules established by their supervisors. All accidents must be reported immediately and suggestions to improve safety related areas are encouraged. Know:

Agency/case management assessments
Personal work plan
Health history restrictions
Breathing problems, seizures, epilepsy, eating disorder, choking, solid food restrictions
Triggers
Verbal de-escalation/therapeutic holds
Sleeping, bed checks, bathing, water temperatures
Staffing requirements, one-on-one assignments/line of sight
Knowledge of all policies and procedures
Participate in safety committee functions to demonstrate support for loss control efforts.

Accountability:

- Firm commitment from Top Management, Department Heads, Supervisors and Employees
- Safety/Fleet Safety/Abuse prevention programs
- Consistent Hiring Practices, Background Checks, Abuse registry checks, Driver records (MVR), Education and past employment checks interviews and competency testing
- Written Safety/Fleet Safety Program outlining Responsibilities, rule and duties expected to be followed by all staff and On Call Staff
- Promote safety daily
- Safety/Fleet Safety Committee(Regular Meetings)

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- Supervisor training, staff training and On call staff training
Regular Defensive driving training, Road Evaluations
- Safety Accountability Training
- Pre-Trip Inspections/Regular PM's
- Program Training
- Accident Investigation, Police Reports, determine Preventable/Non-Preventable

Common Items to include:

Ethics Policies should be developed and signed. Abuse policies, procedure and training should be up to date. Staff should always be aware of what each other are doing.

Staff should be encouraged to speak up when safety standards, protocol and procedures do not exist.

Staff to client ratios should never be jeopardized. If the next shift or on call shift is late, notify your supervisor but all staffing should stay to proper levels and quality care giving provided so that no client is neglected and lack of supervision exposures are reduced.

Communicate with other staff if your care action will stretch or jeopardize other client's needs. If you are needed elsewhere, say in the client bedroom to clean a mess, let the other staff know, so that safe guards can be provided to the remaining clients.

All on call staff should be trained and well versed on all policies and procedures; particularly, the individual work plan of the clients being served, medical condition (seizure-prone residents eating restrictions, etc), medications and effects, the mood of the client, de-escalation procedures for each client and all other exposures in the current environment which could effect their safety .

All Staff and On Call staff should be properly trained on emergency preparedness, crises, 911 protocol, CPR & First aid. Evaluate to determine if 911 is on speed dial and if necessary, can speaker phone be activated so that first aid is administer as needed. Fire Storm and crisis plan drill should be practiced and documented.

Clients with specific eating disorder, follow all assessment/personal/medical plans. Before meals, all food being prepared should be put away and out of reach until cooked by staff, feeding should normally be done in designated areas (kitchen or dining area so that all food/refrigerators and clients can be seen to prevent unwanted access) dietary and medical orders on food and feeding should be strictly followed. All food should be put away or properly stored so that easy access by unauthorized clients is controlled to help reduce choking exposures. Provide one on one service as needed, authorized by medical team

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