

Oregon ISP

Risk Management Strategies

Webinar

April 25, 2018



Welcome!

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Getting started

- Find your webinar control panel
- Look for helpful links in the control panel
- Ask a question at any time during the webinar



Who is here today?



Risk management approach

- We don't attempt to eliminate all risk
- Reasonable exposure to risk provides opportunity for healthy development



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Dignity of Risk - Real World Risks

Featuring a quote by Robert Perske



Dignity of Risk - Real World Risks

<https://www.youtube.com/watch?v=CCOGtOSXTvY>

Proactive approach

- Offer preventative measures
- Does the person need support to learn more about the issue and what they can do for themselves?
 - Community resources
 - Nurses and other medical professionals
 - Behavior professionals
 - Counselors & therapists



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Aligning supports

We must understand what is important TO the person from his/her perspective

- How does the person want to be supported?
- How can we tailor the supports we provide to honor what is important to the person?



Support independence

- Seek to understand what the person can (or wants to) do independently to address this issue.
- Be careful not to over-support!



Risk Management Plan

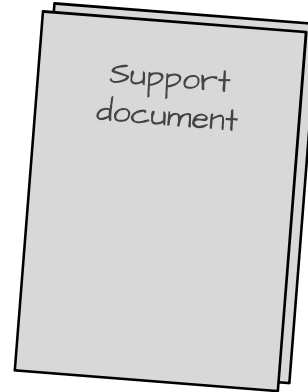
- Located in the ISP and written by SC/PA
- Lists each known risk and what is in place or offered to the person to address it

Known risks		
Risk	High risk [Ⓞ]	Describe the issue and how it is addressed
Dehydration	<input type="checkbox"/>	Protocol at PDQ & Q Services
Injury Due to Falling Safety: New tool use	<input type="checkbox"/>	Safety Plan at PDQ & Q Services, his doctor. The information from John's 7/17/17 that at each doctor appointment recommendations have occurred to date. The "New tool use" is only in the work Safety
Other Medical Risks: Congestive Heart Failure Injury Due to Blow to Chest	<input checked="" type="checkbox"/>	Health/Medical Problem List at PDQ and at Q Services (for CHF), John's CHF may cause hospitalization especially when he gets sick. This has happened each year for the past five year, which is an increase from previous years. (This is a high risk due the increase in hospitalizations.) Injury due to blow to chest (in John's Safety Plan) is considered life-threatening. The frequency of this happening is very low. His current supports are working; however, due to the severity of this and despite those support, others in the community are unpredictable and this may happen, most likely as an accident, with the supports in place.

Providers are responsible to provide supports as described here or in a Provider Service Agreement

Best practices for paid supporters

- Expected supports must be written down
- Describe expected supports in clear language that supporters understand
- Explain any unfamiliar terms, acronyms and abbreviations
- Tailor supports to the person – no “one size fits all” approach!

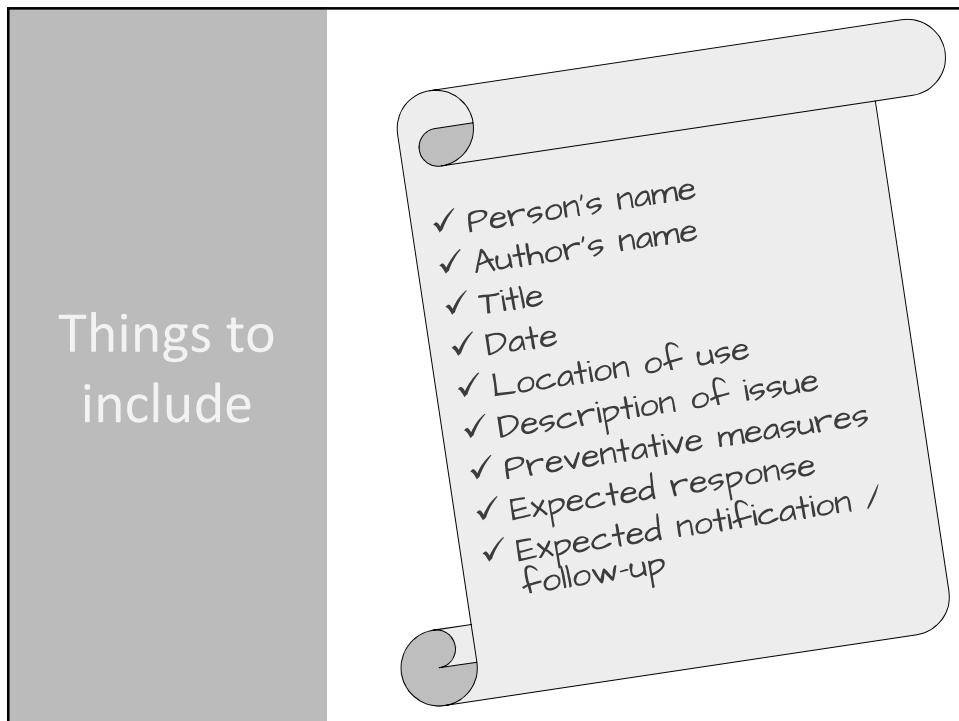
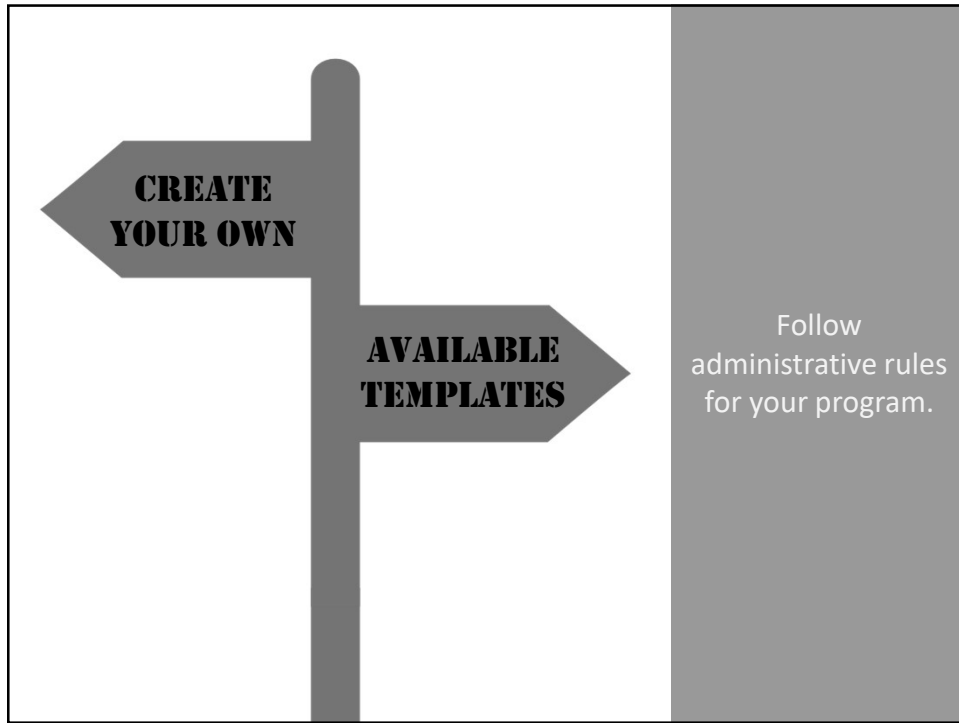


Support Documents

Written instructions for supporters that describe how to address an identified risk

Tailored to the person!

Keep them current!



Provided Support Documents

Issue-specific protocols:

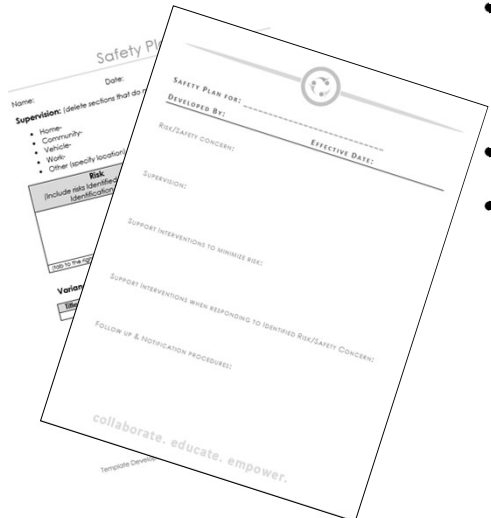
- Aspiration/Choking
- Constipation
- Dehydration
- Seizure
- Pica

Provided Support Documents

Forms and instructions are at OregonISP.org

Recorded webinar broadcasts are also available!


Safety Plan



- Used to address safety issues present in the person's life
- Flexible format
- Your organization may have a format they require for use

Oregon ISP

Things to include on a Safety Plan



- ✓ Person's name
- ✓ Author's name
- ✓ Title
- ✓ Date
- ✓ Location of use
- ✓ Description of each identified safety issue
- ✓ Preventative measures
- ✓ Expected response
- ✓ Expected follow-up/notification

Challenging Behavior

A behavior due to an individual's disability preventing the individual from accomplishing activities of daily living (ADLs), instrumental activities of daily living (IADLs), and health-related tasks, or threatening the health and safety of the individual or others.

OAR 411-304



How do we determine if something is a risk?

Look at the impact on the person, others and/or their environment as a result of the challenging behavior.

Things to consider when assessing risks

- Known history of person engaging in a challenging behavior
- Sudden change in current behavior
- A unique or unexpected response to changes in medication, housing, relationships, etc.



Identifying Immediate Risks

Are any of the following things occurring?

- Someone has recently been injured
- Urgent health concerns resulting from the challenging behavior
- Law enforcement is involved
- Restrictions are in place or the team is considering restrictions to ensure health and safety
 - includes emergency restraints and safeguarding techniques
- Quality of life is being significantly impacted
 - difficulty completing ADLs/IADLs
 - person is at risk of losing housing, employment, important relationships, access to their community, etc.



Addressing Identified Risks

Consider the following approaches:

- Consult with qualified health professionals to assess concerns (i.e. medical, addiction, mental health)
 - These professionals can collaborate with the ISP team to create Mental Health Guidelines or other protocols
- Follow all current plans in place to ensure safety
- Access emergency medical professionals or law enforcement if an emergency situation has occurred
- Access Professional Behavior Services to assess risks and determine needed supports




Professional Behavior Services

The positive behavior support services delivered by a behavior professional to address an individual's challenging behaviors

Behavior professionals use these tools to support the person and their team!

Temporary Emergency Safety Plan (TESP)
 Functional Behavior Assessment (FBA)
 Positive Behavior Support Plan (PBSP)



Temporary Emergency Safety Plan (TESP)

Purpose	The TESP is a time-limited plan for when the person is in need of immediate behavior supports while the FBA and PBSP are being developed.
Process	<ul style="list-style-type: none"> The ISP team determines the need for a TESP Must be complete within 15 days after authorization Includes an explanation supporting the need for a TESP, assessment, behavior support recommendations, timeline for FBA and PBSP development, and specific notification requirements <ul style="list-style-type: none"> Cannot include safeguarding interventions Expires after 90 days
Author	A qualified behavior professional as described in OAR 411-304

Functional Behavior Assessment (FBA)

Purpose	A document that is used to understand someone’s challenging behavior and the underlying causes or functions of the challenging behavior.
Process	<ul style="list-style-type: none"> • The ISP team determines the need for an FBA • Behavior professional conducts interviews, observations, and a file review to learn about the person and the challenging behaviors • Develops a summary of the underlying causes and functions of the challenging behavior • Concludes with recommendations for next steps (PBSP, or alternative support documents)
Author	A qualified behavior professional as described in OAR 411-304

Positive Behavior Support Plan (PBSP)

Purpose	A document that describes person centered behavior supports meant to reduce the frequency or intensity of challenging behavior
Process	<ul style="list-style-type: none"> • FBA identifies the need for a PBSP • Behavior professional works with the person and their team to create person centered strategies, using the least intrusive interventions <ul style="list-style-type: none"> • The PBSP can include: proactive, reactive, emergency crisis, and recovery strategies • Behavior professional trains the team on the PBSP • Behavior supports are delivered based on the person’s preference
Author	A qualified behavior professional as described in OAR 411-304

Non-Immediate Concerns

Consider the following:

- Environmental changes
- Skill enhancement opportunities for support providers
- Person centered approaches
- Explore skill building with the person
- Engage with community based resources

A form titled "Provider Risk Management Strategies" with a date of 05/01/2015. It includes fields for "Person's name" and "Provider/Site Name". Below these is a table with columns for "Risk", "Title of document", "Document date", and "Where kept". The table has 10 rows. At the bottom, there is a question: "Does this person have a Nursing Care Plan at this location?" with "No" and "Yes" checkboxes.

Provider Risk Management Strategies - 05/01/2015

Person's name: _____ Provider/Site Name: _____

List risks identified on the ISP Risk Management Plan or Service Agreement and what support document(s) are in place to address each risk.

Risk	Title of document	Document date	Where kept

Does this person have a Nursing Care Plan at this location? No Yes

Providers create and maintain this document

John's (work) Provider Risk Management Strategies

John Smith-24 Hour Residential-Sample Provider Risk Management Strategies - ODS 1.21.2015

Provider Risk Management Strategies

Person's name: John Smith Provider/Site Name: Q Services Inc

List risks identified on the ISP Risk Management Plan or Service Agreement and what support document(s) are in place to address each risk.

Risk	Title of document	Document date	Where kept
Dehydration	Dehydration Protocol	1/15/15	Training file Support Doc section
Other Serious Health or Medical Issues: Congestive Heart Failure	Health/Medical Problem List	1/15/15	Training file Support Doc section
Injury due to Falling Injury due to blow to chest Fire Evacuation Safety Household Chemical Safety Vehicle Safety New tool use	Safety Plan	1/17/15	Training File


Does this person have a Nursing Care Plan at this location? No Yes, where found: Work Medical section-RN consult

Making Changes

- Providers initiating changes to support documents must always notify the SC/PA
- Prior approval required in some circumstances

Revision to provider support documents that changes the scope of the supports provided	SC/PA or Provider org./Foster prov.	Approval	Examples include attempting to implement restrictions or limitations on the person's rights or discontinuing supports that are written into the person's ISP.
Revision to provider support document that does not change the scope of the supports provided	Provider org./Foster prov.	<i>Notification only</i>	Examples include reasonable adjustments to support documents that honor the person's preferences and remain consistent with supports that are written into the person's ISP. *Send copy of changed document including Change Form to SC/PA

Change Form



Person's legal name: _____ Date initiated: _____ Effective date: _____
 Preferred name: _____ Initiated by: _____

Reason for change(s)				
List specific change(s)				
Name	Title/relationship	Date notified of change	Date approved, if required	Signature or note of how approval or notification was given (e.g., phone, email)
	Self/person receiving services			

This form may contain your personal information. There is so you when you send this form by email. You may want to mail You can get this document in other languages, large print, br Developmental Disabilities Services (ODDS) at 503-945-5600 Person receiving services: _____

Use a Change Form to document any change to the ISP or support documents

Resources

- Support Document forms and instructions are available at oregonisp.org/forms/support-docs/
- DHS Website: Behavior Professional Resources
<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/behavior-professional-resources.aspx>
- DHS Website: Find a Behavior Professional
<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/consultants.aspx>
- Other questions?
– Click **Ask a Question** at OregonISP.org.

Verification of attendance

You'll receive a follow-up email after today's webinar

*That email is the only
verification of attendance we are able to provide*

THANK YOU!

Please complete our short evaluation in your web browser
when the webinar ends!

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