

Purpose: To provide a snapshot of key metrics and organizational performance indicators. Incidents are reported to meet operational, legal, and accreditation requirements. Detailed reports for each category are available upon request.

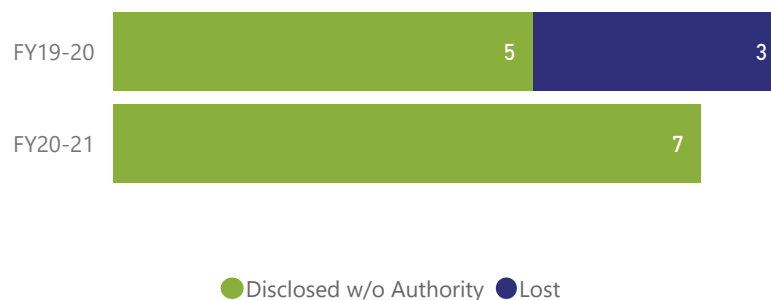
Privacy Incidents

Real or suspected incidents involving personal health information. *Data Source: Quality & Risk Management SharePoint List*

7
Incidents Reported
0.07%
Clients Served

7 incidents reported involving personal health information. Corrective action was taken and 5 incidents are closed. 2 related incidents are currently under investigation, 1 of which has been reported to the Privacy Commissioner.

Incidents by Year and Breach Category Q1-Q3



Stakeholder Feedback

Formal and informal feedback and complaints received by the Director, Quality & Performance. Does not include complaints to the Board. *Data Source: Quality & Risk Management SharePoint List*

1
Complaint
0.01%
Clients Served

1 informal complaint received and resolved within the program.

16 compliments/accolades received

Complaints by Year and Complaint Category Q1-Q3



16
Compliments

Serious Occurrences

Incidents that may require intervention or investigation and falls within MCCSS defined categories. *Data Source: Health Records SharePoint List*

46
Serious Occurrences

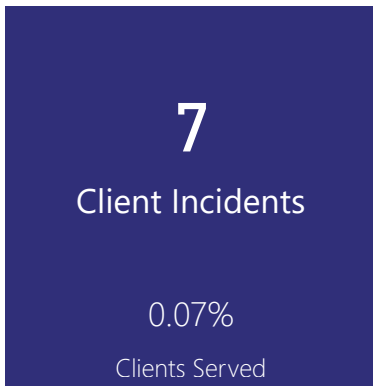
From April - December 31, 2020, 46 Serious Occurrence Reports were submitted. This is a 63% decrease from the same period in FY2019-20

Reports by Year and Type Q1-Q3



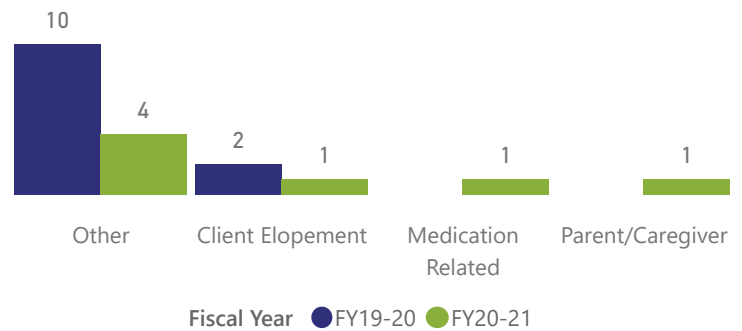
Client Incidents

Unintended client outcomes that have the potential to negatively impact a client's health and quality of life. *Data Source: Help Portal*



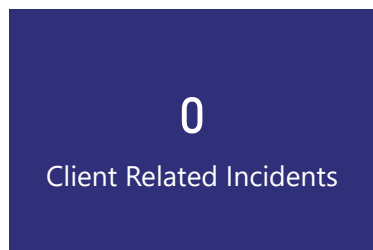
7 client incidents reported; corrective action taken at the time of reporting.

Top Client Incident Types Q1-Q3



Infection Prevention & Control (IPAC) Incidents

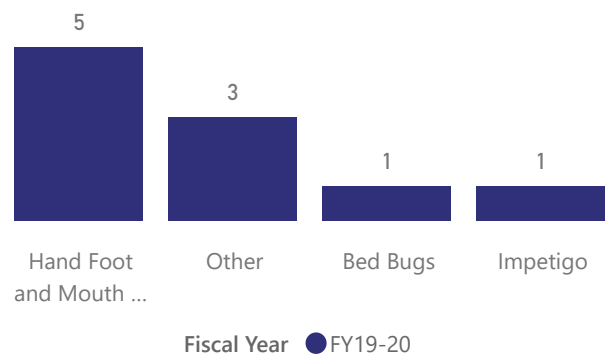
Known or suspected infection incidents reported to the Infection Prevention and Control (IPAC) Officer. *Data Source: Help Portal*



No client related infections reported from April to December 2020. 1 request for Personal Protective Equipment and 1 consult were submitted to IPAC and redirected to the Healthline channel.



Top Infection Types Q1-Q3



Workplace Violence

Employee incidents related to workplace violence. *Data Source: Help Portal*

Level 1: near miss or no injury; **Level 2:** first aid or no first aid; **Level 3:** healthcare received and/or lost time



3 employee incidents related to work place violence reported and closed in Q3.

Incidents by Type, Q3 Comparison



Injury Level Final ● Level 1 ● Level 2 ● Level 3