

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.

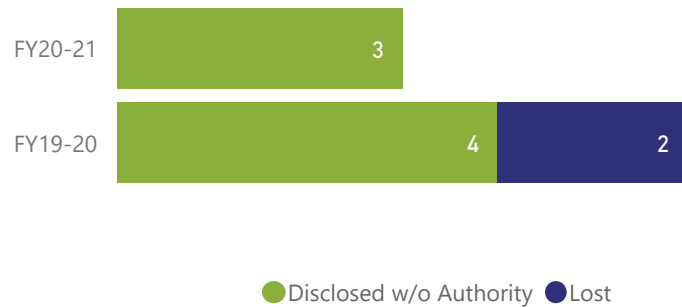
Privacy Incidents

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

3
Incidents Reported
0.03%
Clients Served

3 incidents reported involving personal health information. Corrective action was taken and 2 incidents are closed. 1 incident remains under investigation.

Incidents by Year and Breach Category



Stakeholder Feedback

Feedback and complaints formally received by the Director, Quality & Performance. Does not include complaints to the Board.

Data Source: Quality & Risk Management SharePoint List

0
Complaints

No complaints received from April to September, 2020.

11
Compliments

11 compliments/accolades received

Incidents by Year and Complaint Category

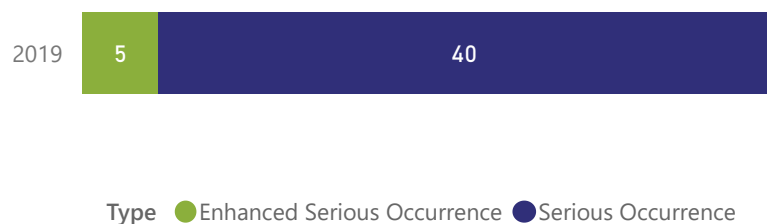


Serious Occurrences

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

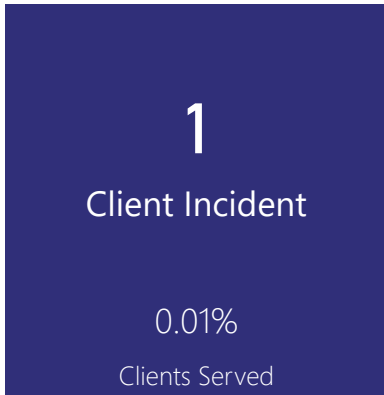
As of September 30, 2020, 24 serious occurrence reports were submitted through the online portal. Compared to 45 incidents in Q2 of last fiscal year, serious occurrences are down 47% due to the office closure.

Reports by Year and Type



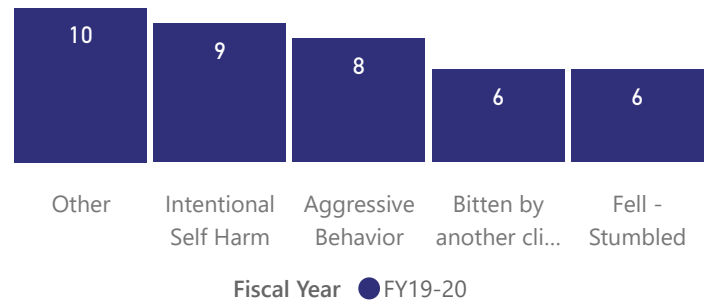
Client Incidents

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



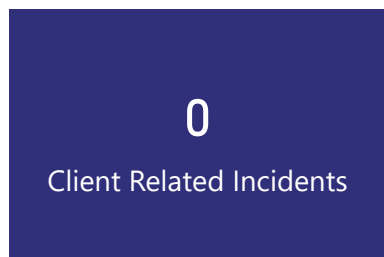
1 client incident reported; corrective action taken at the time of reporting.

Top 5 Client Incident Types



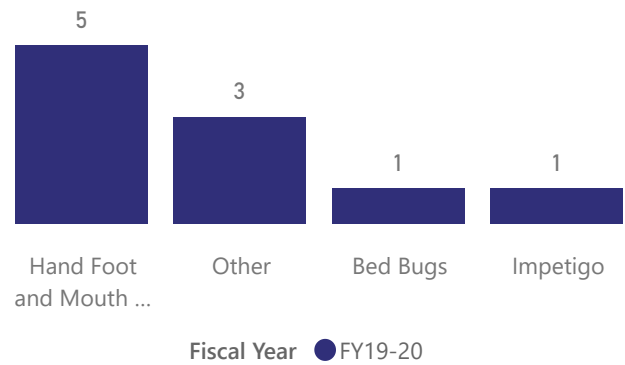
Infection Prevention & Control Incidents

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 September, 2020. 1 request for PPE and 1 consult were submitted to IPAC and redirected to the Healthline channel.

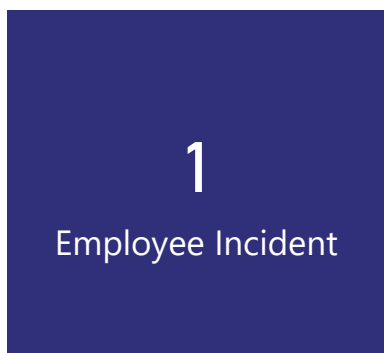
Top Infection Types



Workplace Violence

Employee incidents related to workplace violence. *Data Source: Human Resources Sharepoint List*

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



1 employee incident related to work place violence reported and closed.

Incidents by Year and Type

