

High Impact and High Prevalence Risks Policy and Procedure

Purpose and Scope

The purpose of this policy and procedure is to define HomeMade's approach to the effective management of high-impact and high-prevalence (HIHP) risks associated with the personal and clinical care/support of HomeMade customers. This approach aligns with HomeMade's commitment to customer safety, best practices, legal compliance, and the principles of customer autonomy, independence, and self-determination as outlined in HomeMade's Clinical Governance Framework.

This policy and procedure applies to all staff who are directly or indirectly engaged or responsible for customer outcomes that relate to personal and clinical care/support. This includes employees, brokered staff and sub-contractors engaged in this type of service delivery.

Applicable Aged Care Practice Standards

- *Standard 1. Consumer Dignity and Choice*
- *Standard 3. Personal Care and Clinical Care*
- *Standard 8. Organisational Governance*

Definitions

Best practice (for clinical care) - Diagnosis, treatment, and care are timely and evidence-based to achieve optimal customer outcomes.

Clinical care - Services provided by healthcare professionals, including doctors, nurses, pharmacists, and allied health practitioners, focusing on best practices tailored to meet the customer's needs and improve their health and well-being.

Clinical governance - Clinical governance is an integrated set of leadership behaviours, policies, procedures, responsibilities, relationships, planning, monitoring and improvement mechanisms that are implemented to support safe, quality clinical care and good clinical

outcomes for each customer.

Cognitive function or ability – Functions that relate to mental and thinking processes, such as memory, attention, language and learning.

Cognitive impairment – Reduced mental or thinking functions, often resulting in difficulty learning, concentrating, or making decisions, commonly associated with conditions like dementia and delirium.

Decision making – The process by which customers make choices about their lifestyle, daily living, care, and end-of-life decisions, with the option for supported decision-making.

Dignity of risk – Respecting each individual's autonomy and self-determination (or “dignity”) to make choices for themselves.

High-impact – A risk that can have a significant effect on a person's safety, health or wellbeing.

High-prevalence – There are a large number of people in a particular group that are affected by the same condition or risk.

Incident – An event or circumstances that resulted or could have resulted in unintended or unnecessary harm, loss or damage to a person.

Outcomes – Describes the impact or result of a service or support, such as an improvement in an individual's well-being. ‘Outcomes’ can be short-term (such as a customer being involved in service planning) through to long-term (such as a customer being able to manage daily activities on their own after support and reablement).

Personal care – Services such as bathing, showering, dressing, feeding and going to the toilet.

Quality management – The systems and processes an organisation has in place to monitor, review, plan, control and make sure they deliver quality services, supports or products.

Reablement – A customer-directed process to support restoration of function or adapt to some loss of day to day function and regain confidence and capacity for daily activities. It may promote customer independence, capacity or social and community connections.

Restrictive Practices: These encompass practices or interventions that restrict an aged care customer's rights or freedom of movement. There are five types:

- **Chemical Restraint:** Involves using medication or chemicals to influence behaviour but excludes treatment for diagnosed mental disorders, physical illnesses, or end-of-life care.
- **Environmental Restraint:** Restricts access to a customer's environment to influence

behaviour.

- Mechanical Restraint: Involves device use to restrict movement, excluding therapeutic purposes.
- Physical Restraint: Uses physical force to restrict movement, excluding reflexive care.
- Seclusion: Solitary confinement to influence behaviour, not for voluntary exit or as punishment.

Risk – The likelihood of an event having a negative impact, measured by its consequences and likelihood.

Policy

In alignment with HomeMade's Clinical Governance Framework, our organisation recognises the need to identify and manage our customers' risks effectively. We are dedicated to ensuring the safety and well-being of our aged-care customers who may be vulnerable to high-impact or high-prevalence risks associated with personal and clinical care/support services.

We respect each customer's autonomy, self-determination, and dignity in making choices for themselves. Through reablement and positive risk-taking, we empower customers to enhance their social interaction, health, and independence.

Recognising that certain risks are more common (high-prevalence) or have a more significant impact (high-impact) on our customers' health and well-being, we commit to addressing these identified risk areas to minimise harm and enhance the quality and safety of our personal and clinical care services.

Procedures

Aligned with our Clinical Governance Framework, HomeMade identifies, analyses, removes or mitigates and manages high-prevalence and high-impact risks associated with personal and clinical services for our customers. HomeMade maintains controls and processes to manage these risks, including policies and procedures that form an integral part of HomeMade's core business and relate to::

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| • Clinical Governance | • Compliance |
| • Human Resources | • Governance |
| • Staffing | • Infection Control |
| • Incident Management | • Medication Support |

- Restrictive Practices
- Safeguarding
- Deteriorating Customer
- Work Health & Safety
- Customer Rights & Responsibilities

Identification of Customer High Impact High Prevalence (HIHP) Risks and Utilisation of Identification Methods

At HomeMade, the identification of customer risks is a comprehensive process that involves screening, assessment, review, and reporting, all conducted in close consultation with the customer and/or their nominated representative. We understand the critical importance of early risk detection in ensuring the safety and well-being of our customers. To achieve this, we employ a range of identification methods including:

- **Self-Reporting:** Customers and their chosen representatives are encouraged to actively participate in our HIHP risk identification process. By self-reporting changes in their health or well-being, they provide essential information that may indicate emerging HIHP risks.
- **Customer Needs Assessment:** Our assessment process encompasses the evaluation of risk factors that may act as early indicators of HIHP risks. Identifying these risk factors allows us to partner with customers to implement appropriate controls and interventions.
- **Incident Data Analysis:** We analyse individual customer incident data, including near misses, to identify patterns that may suggest the presence of HIHP risks. This data-driven approach informs our strategies for mitigating these risks effectively.
- **Clinical Reviews:** Our process of clinical review of customer files offers insights into their overall wellbeing and aids in identification of signs of HIHP risks and recommendations are made to provide risk mitigation.
- **Shift Notes and Questionnaires:** Our support providers submit shift notes and questionnaires that may aid in the identification of HIHP risks. This empowers them to provide information about evolving risk factors, thereby strengthening our early detection efforts.
- **Health Professional Reports:** Reports and assessments from health professionals play a pivotal role in identifying risks associated with HIHP scenarios. We collaborate closely with these professionals to ensure a thorough understanding of these risks.
- **Aged Care Assessment:** Reviews conducted by Aged Care Assessment Teams serve as a critical checkpoint for detecting changes in a customer's care needs or health status, offering guidance for the implementation of suitable interventions.

Common HIHP risk areas, as identified by the Aged Care Quality and Safety Commission (Standard 3(b)), align with our organisation's policies and procedures, as detailed in Table 1.

Table 1: High prevalence, high – impact customer risks and associated documents:

High-prevalence High-risk	Areas of identified risk	Linked Documents/Information
Managing hydration and nutrition	Impacts quality of life, health and wellbeing Risks:	Policies/Procedures • Infection Control Policy and Procedure • Deteriorating Customer

	• Unexplained weight loss • Infection • Pressure injuries/sores • Anaemia • Hypotension • Confusion • Impaired cognition • Decreased wound healing • Fractures	Policy • Validated Assessments for care planning and management • Clinical Escalation Process Additional information: • Charter of Aged Care Rights
Managing risks of choking	Impacts quality of life, health and wellbeing Risks: • Dysphagia (difficulty swallowing) • Choking • Aspiration pneumonia • Cognitive and functional decline • Death	Policies/Procedures • Infection Control Policy and Procedure • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process Additional information: • (HCP) enteral feeding supplement • (HCP) dementia and cognition supplement • Meal Care/Support Plan • Dietician/Speech Therapist referral • Charter of Aged Care Rights
Managing medications safely	Polypharmacy can lead to: • An increased risk of medication errors (self-administration, administration and assistance/prompting) • Unplanned hospitalisation, illness and/or death • Impact on quality of life, health and wellbeing	Policies/Procedures • Medication Support Policy inclusive of Antimicrobial Stewardship • Infection Control Policy and Procedure • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process Additional information: • Poisons and Therapeutic Goods Act 1966 (NSW) • Charter of Aged Care Rights • Home Medicines Review
Managing pain	Unmanaged pain can lead to: • Depression	Policies and Procedures • Infection Control Policy and

	• Anxiety • Confusion • Insomnia • Poor eating habits/nutritional impact • Reduced mobility • Social isolation • Impact on quality of life, health and wellbeing	Procedure • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process • SOP Clinical Referrals Additional information: • Poisons and Therapeutic Goods Act 1966 (NSW) • (pharmacist) • ELDAC (End of Life Direction for Aged Care) • Charter of Aged Care Rights
Preventing and managing pressure injuries	Risks for pressure injuries include: • Immobility • Cognitive decline/impairment • Nutritional decline • Pain • Insomnia Pressure injuries can cause: • Negative impact on quality of life, health and wellbeing • Depression • Infection • Osteomyelitis	Policies/Procedures • Infection Control Policy and Procedure • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process • SOP Clinical Referrals Additional information: • Wounds Australia – clinical guidelines and standards • Charter of Aged Care Rights
Minimising restrictive practices	• Interferes with the consumer's ability to make a decision or have freedom of movement • Impacts the persons rights and dignity • Impact on quality of life, health and wellbeing • Can subject the person to increased risk of physical and/or psychological harm (constitute assault, battery, false imprisonment or negligence) • Can increase risk of falling and harmful effects from	Policy and Procedures • Restrictive Practices • Documentation • Clinical and Care Assessment and Documentation • Mandatory training elder abuse Additional information: • Minimising the use of restraints • Aged Care Act 1997 & Quality of Care Principles 2022 • Quality of Care Amendment (Restrictive Practices) Principles 2022

	falling, including hospitalisation and/or death • Can increase chances of side-effects (medication interactions)	• Restraint Scenarios (Aged Care Quality and Safety Commission) • Charter of Aged Care Rights • HR-QOL instrument
Managing delirium	• Poor understanding by health care staff about the difference between delirium, depression and dementia • Comorbidities (ensuring correct diagnosis and treatment; may be suffering from delirium and other diagnosis) • Risk of functional and cognitive impairment/decline • Impact on consumer's quality of life, health & wellbeing • Increased risk of falls • Increased risk of hospital acquired infections • Increased risk of pressure injuries – immobility, poor nutrition • Increased risk of incontinence • Associated with higher mortality and morbidity, increased hospital stays and admission to residential care	Policy and Procedures • Infection Control Policy and Procedure • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process • SOP Clinical Referrals • Workforce training on the difference between delirium, depression and dementia Additional information: • Delirium and ageing • Identifying delirium – screening and assessment • Screening tools: • Confusion Assessment Method (CAM) • Family Confusion Assessment Method (FAM-CAM) • 4AT • Aged Care Act 1997 & Quality of Care Principles 2022 • Charter of Aged Care Rights
Managing hearing loss	• Reduced quality of life, health and wellbeing • Social isolation • Psychological impact e.g. increased stress, frustration, depression • Confusion / cognitive decline • Functional decline • Increased risk of falls/accidents	Policy and Procedures • Deteriorating Customer Policy • Validated Assessments for care planning and management • Clinical Escalation Process • SOP Clinical Referrals • Workforce training – communication disorders: hearing impairment Additional information: • Screening tools for hearing loss/disability • Diagnosis and Management of hearing loss in elderly patients

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HomeMade manages high-impact or high-prevalence risks associated with the care/support of customers by also:

- Screening and assessment processes, and our HomeMade platform, ensure identification, monitoring and review processes are in place;
- Documentation procedure includes Care/Support Plan development, review, goals and outcomes achieved;
- Senior Leadership Team meet monthly and discuss incident trending analysis, customer outcomes and organisational strategies for improving outcomes for our customers;
- Customer *Sign Up Pack* is provided upon admission and upon request. This provides our customers and/or their nominated representatives with information on current procedures and a guide for how our organisation manages risks;
- Customers, nominated representatives, key stakeholders and our workforce are given opportunities to provide feedback; and
- Workforce training and education includes:
 - o Annual training on High Impact High Prevalence Risk
 - o Mandatory training on legislative and Aged Care Quality Standards, as well as documentation guidelines and incident reporting procedures
 - o Induction and ongoing education that ensures our clinical and care workforce can describe how they can reduce common and high-impact or high-prevalence risks to health and wellbeing whilst supporting the consumers' dignity and quality of life.

Supporting Documents

- *Clinical Governance Framework*
- *Deteriorating Customer Policy & Process*
- *Infection Control Policy & Procedure*
- *Medication Support Policy*
- *Incident Management Policy & Process*
- *Restrictive Practices Policy & Process*
- *Examples of Clinical Risk*
- *Clinical Controls & Resources*
- *Principles of a Good Clinical Review*
- *SOP clinical Referrals*
- *SOP Dignity of Risk in Home Care*
- *Validated Assessments for Care Planning and Management*

Document Control

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