



Brian Barrick  
Author, Consultant  
President, PCALIC

*Brian Barrick's*

*August 2011*

# “THE CIRCLE OF SAFETY”

**ADULT CARE AWARENESS ADVISOR**

*News and Tips to Make Your Life Easier, Safer and Happier!*

*For Friends and Clients of PCALIC, LLC*

800-673-2558 ▪ (717)630-1030 ▪ [www.PCALIC.com](http://www.PCALIC.com)



Become a fan of PCALIC by logging on to Facebook. Be entered for a chance to win a monthly Facebook fan **Prize Pack!**

Visit Brian's online blog at: <http://brianbarrick.wordpress.com>.

Use this as a valuable resource for information on claims, risk management, and news in the Adult Care industry.

**Follow us on Twitter!**

Name: BrianBarrick

### Did you know?

August is also known as:

1. National Golf Month
2. National Eye Exam Month
3. Peach Month
4. Water Quality Month

This August, eat some peaches, get your eyes checked, and play some golf!

### Important Dates:



- Aug 2<sup>nd</sup> - Ntl Ice Cream Sandwich Day
- Sept 5<sup>th</sup> – Labor Day
- Oct 10<sup>th</sup> – Columbus Day

## Incident Reporting: Reviewing Data

After an incident is reported, there should be someone assigned to review the incident reports. Those individuals who review and sign off on individual incident reports should be considering whether the information documented is adequate to establish a clear picture of the event. Additional information may be needed to identify whether procedures were followed or to identify a probable cause.

In addition to identifying single events that require immediate intervention to reduce patient risk and control a potentially compensable situation, incident report data should be tabulated and the statistical information analyzed to show:

- Types of occurrences, severity of injury, and frequency to help establish priorities
- Event pattern to show a particular location, time of day, or day of the week
- Patient demographics, such as age and gender
- Staff characteristics, such as employee or agency
- Number of incidents over a period of time to show changes in the frequency
- Effectiveness of corrective measures based on the number and type of a particular event being reported

Incident Report data alone cannot provide a comprehensive picture of an organization's activities and potential exposures. To achieve this other sources of data such as Quality Improvement statistics, Safety & Security reports, Utilization Review data, Patient/Family satisfaction and complaint reports, and results from Internal and External Surveys, etc. also need to be reviewed. Only then can an organization hope to have a comprehensive view of potential loss exposures.

### Summary

It is important for an organization to periodically review and evaluate their incident reporting procedures. The belief that everything is fine because the reported incident numbers are low is probably not as accurate as one might think. It is more likely that staff are not reporting all incidents or near misses that occur.

*Reference: "Incident Reporting: An Important Risk Management Tool" by Betty Norman, BSN, MBA, CPHRM*



# What To Do When You Tire at the Wheel

We've all had that dreadful feeling of irresistible exhaustion known as driver fatigue. But how many of us ignore it, putting our lives and those of others at risk? Too many, we fear, as accident statistics show.

There's plenty you can do to avoid fatigue, like skipping big meals, alcohol and certain medications before driving, taking regular breaks, having caffeinated drinks or foods (like chocolate-covered espresso beans) and keeping the fresh air flowing. But when all your precautions fail, you need to take urgent action. Don't attempt to "drive through" your tiredness.

You need to stop as soon as it's safe to do so. If it's not safe, slow down, get cold air on your face via windows or the car ventilation system, turn the radio up loud, sing, talk and even pinch yourself. As soon as it is safe, stop the car, and either get out and walk around for at least 20 minutes or, preferably, take a similar length nap. Afterwards, if you can, splash your face with cold water and drink a caffeinated beverage. If you repeatedly suffer fatigue despite these precautions, seek medical advice. You could have a sleep-related disorder.

(Solution to puzzle on page 3)

5	1	7	8	9	6	3	2	4
9	3	6	7	4	2	5	1	8
8	4	2	3	5	1	6	9	7
4	6	9	1	7	5	2	8	3
1	7	8	2	3	9	4	5	6
3	2	5	6	8	4	1	7	9
2	8	4	9	1	3	7	6	5
7	5	1	4	6	8	9	3	2
6	9	3	5	2	7	8	4	1

Provided by Daily-Sudoku.com

## Stress Management: Part 2

These things can lead to very serious physical and psychological conditions so it is very important to learn how to manage your stress. Marilyn Allemann, an executive and life coach provides these helpful tips for managing stress<sup>1</sup>:

1. **Don't minimize your problems.** Become aware of what your stressors are and your emotional and physical reaction to those stressors. Don't ignore them.
2. **Recognize what you can change.** Can you change your stressors by avoiding or eliminating them completely? Can you reduce their intensity by managing them over a period of time instead of on a daily or weekly basis?
3. **Reduce the intensity of your emotional reactions to stress.** The stress reaction is triggered by your perception of physical and emotional danger. Are you viewing your stressor in an exaggerated way? Work at adopting more moderate views and try to see the stress as something you can cope with rather than something that overpowers you. Put the situation in perspective.
4. **Learn to moderate your physical reaction to stress and build your physical reserves.** Brisk exercise is an amazing way of lowering your stress symptoms. Getting enough sleep on a consistent basis will also help reduce your overreaction to stressful situations. Relaxation techniques can reduce muscle tension, for example, slow, deep breathing will help to bring your heart rate down and respiration back to normal.
5. **Plan something rewarding for the end of your stressful day.** It doesn't have to be big; it could be a relaxing bath or half an hour with a good book. Put aside work, housekeeping or family concerns for a brief period before bedtime and allow yourself to fully relax. Don't spend this time planning tomorrow's schedule or doing chores you didn't get around to during the day. Remember that you need time to recharge and energize yourself. You'll be much better prepared to face another stressful day.

<sup>1</sup>An excerpt from the article "Managing Stress" by Marilyn Allemann, LCSW, CPC

For more information on risk management topics, please log on to [www.pcalic.com](http://www.pcalic.com); enter your username and password on the right-hand side of the screen to login. Click on the risk management link. If you need a username and password or forget your username and password, please contact Kathi Fuhrman at [kathi@pcalic.com](mailto:kathi@pcalic.com).

# WELCOME!

We would like to welcome our recent new insured's:

- Alma Adult Family Home
- Care Angels PCH
- Carribbean Breeze
- Elena Moscaliuc
- Exquisite Traditions, LLC
- Evergreen Gardens
- Living Stone Home Care LLC
- Mendozas Partners Inc Care Inc.
- Penny Lane, Inc.

## IN THE SPOTLIGHT:



The team at PCALIC appreciates all you do for your communities. We want to acknowledge exceptional organizations for their hard work. This month's spotlight is on:

- Reza Vargas**
- Sharon Cosca**
- Orlan Calayag**
- Maria Dragomir**
- Maria Luz**
- Mahalaxmi Singh**
- Margarita Tirtu**
- Sandra Forsythe**

Congratulations on NO DEFICIENCIES for your recent inspection. That is truly commendable!



**PCALIC's Newest Addition**

**Kathi and Ajay Francis Fuhrman**

# Thank You! Thank You!

We would like to thank the following for referring their fellow friends and family to PCALIC for a quote:

- Tracy Thompson
- Lea Garcia
- Juvi Remitio
- Janice Beane

**Remember:** Each individual that refers someone to us for a quote receives a \$5 Gift Card! This is a perfect way to enjoy your shopping on us.

## Challenge your mind with Sudoku!

According to a study by Harvard Health, challenging your brain with mental exercise helps to maintain brain cells and stimulate communication between cells. Keep your mind young with Sudoku!

	1				6		2	
	3				2			8
	4				1			7
		9		7		2		
		8		3		4		
		5		8		1		
2			9					6
7			4					3
	9		5					4

Provided by Daily-Sudoku.com

The object is to insert the numbers in the boxes to satisfy only one condition: each row, column and 3x3 box must contain the digits 1 through 9 exactly once. What could be simpler?

Log on to [www.PCALIC.com](http://www.PCALIC.com) to access all the benefits of being a Member Insured:

- Falls Procedures
- Wandering/Elopement Procedures
- Risk Assessment Form
- Medication Administration Video



PCALIC, LLC  
P.O. Box 933  
Hanover, PA 17331  
Return Service Requested

PRESORTED  
STANDARD  
U.S. POSTAGE PAID  
MAILED FROM ZIPCODE 17331  
PERMIT NO. 38

“You all seem that you care about us; very professional in your duties. Whatever I need, you are there.”

Robert Holley, Jr.  
Picture of Life PCH, Inc.  
GA

It’s a Fact! "There are approximately 9,700 elevator accidents each year in assisted living facilities. About 85% of those accidents involve residents tripping while they are entering or exiting a mis-leveled car or when the car doors close on the passenger."



## Inside This Issue...

Reporting Guidelines.....Page 1

Stress Management- Destress Now!.....Page 2

What to do when you Tire at the Wheel!.....Sidebars



Out page 3 and see how many individuals received free gift cards just for talking about us!