

Journey Toward Tiered Supports

Help at Home, Columbia MO



Tiered Supports: What?? Why??

- The journey begins with understanding what is meant by Tiered Supports and why a Tiered Supports focus is important
 - Look at what is already in place
 - How can we build on what we have?
 - More than just meetings



Initial Barriers



- Focus on Difficult Behavior
 - Focus must be on safety, but it is often reactive at first
 - How can we shift the focus toward being more proactive?
- Staff Buy In
 - Tiered supports requires a change in focus
 - The individual/difficult behavior is not the problem
 - Positive consequences rather than consequences for difficult behavior
 - It's difficult for staff to look at how they might be contributing to difficult behavior



Overcoming Barriers

- Time, Continuous effort, & Small Steps
 - Celebrate each success
 - Fewer serious incidents
 - Incidents lasting less time
 - Individuals using coping skills in a situation that might have escalated in the past
 - Debriefing after serious incident
 - What did we do well?
 - What could we have done differently?
 - What might we be missing?
 - Agency & House Values
 - Developed for the branch & each home to develop positive interactions as a standard
 - Reviewed & adjusted to ensure they are meaningful

Staff Buy-in

- Constant work in progress
 - Focus on encouragement & teaching
 - Ensure that staff know the processes
 - Work to help staff feel that their role is valuable & important
 - Administrative staff must take an active role during debriefing
 - Recent examples
 - Skill Stations
 - Reinforcement/recognition
 - Supervisor time in the homes for modeling/coaching
 - Staff suggestion boxes in the homes





Reinforcements

- Work in progress for both staff & individuals
 - Looking for ways to celebrate in small ways
 - Administrative staff cooking for a house/staff
 - Employee of the month
 - Gift cards for 5 years of service
 - Dropping off cookies after certification
 - Caught doing great
 - Caught using TOOLS
 - Verbal praise
 - Focusing reinforcements on what is meaningful for the individual—no “cookie cutter” system



Data Collection

- Data is critical to successful care
 - We have always collected data, but our focus has grown over the past 2 years
 - QE process in place for medical, health & safety, EMT data, employee training
 - Team based approach to allow for more eyes on documentation
 - The way we look at EMT data has become more focused
 - What universal supports could be put in place to decrease serious incidents?
 - How could staff response have contributed? What additional training is needed?



Data Collection

- What do we track?
 - EMT data
 - Tracked to look at both health & safety and behavioral concerns
 - Can be used to find trends in time of day, which staff are involved, behavioral cycles, etc.
 - Behavioral tracking
 - Many individuals have tracking that is done on an hour by hour basis
 - Trying to see escalation and intervene before it becomes serious



Data Collection

- What do we track?
 - Med Error/Med Refusals
 - Shows where training is needed
 - Helps track & predict behavior escalation
 - Objective data
 - Are we utilizing our teachable moments effectively
 - Helps to determine when goals need to be adjusted
 - Tracking charts in Monthly Reviews
 - Positive/Negative Ratios
 - Still developing a system to collect in each home more regularly
 - Significant improvement as our staff are becoming more competent in TOOLS

Looking toward the Future

- Strengthening our Team
 - All staff TOOLS trained & coached to competency
 - Increase structure of reinforcement for staff & individuals
 - Continue to provide opportunities to build relationships
 - Weekly group time
 - Monthly events
 - Staff team building competitions
 - Always looking toward new growth

