Presenters: Erica Wilson and Cori Dempsey
Share and Care for Special People, Inc.
In the Beginning...

- Agency representatives attended Tiered Supports Summit in 2015
  - Problem areas within our agency were identified

- Implemented Tiered Supports Action Planning in June 2015
  - ASSET was performed
    - Challenges, as an agency, included:
      - Positive Interactions
      - Reinforcement
      - Implementation of our Life Values
“Let’s work the problem, people. Let’s not make it worse by guessing.”

Gene Kranz, Flight controller, Apollo 13
TOOLS OF CHOICE

- Agency representatives were trained as ToC trainers in September 2015.
  - Our first ToC training included administrative and office personnel.
  - Our next ToC class included staff members from a highly behavioral home.
- Boost in moral and excitement regarding use of ToC
- 34 out of 52 employees have been trained in ToC
Will this work?

• With our challenges identified, it became clear that we needed to begin collecting data to determine a baseline of where we were prior to Tiered Supports in comparison to after implementing Tiered Supports.

• Data was collected from monthly summaries and EMTs to track:
  • Undesirable behavioral incidents
  • Medication Errors

• With the ASSET providing a baseline for positive interactions, we began collecting data through:
  • ToC observations
  • Positive:Negative interaction observations (Implemented in January 2017)
**Before Tiered Supports/ToC**

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<tr>
<th></th>
<th>Total Serious EMT Counts</th>
<th># of Individuals with Serious EMTs</th>
<th>Total Population</th>
<th>Percentage of Population with Serious EMT Counts</th>
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<tbody>
<tr>
<td>2014</td>
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<td>Q4</td>
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*Data is reflected in fiscal year quarters. Tiered Supports was implemented in Q4. JRO BRT taught first ToC class to staff that worked at one residential site in Q4.*
## During Tiered Supports/ToC Implementation

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<tr>
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*Agency representatives began training ToC in Q2.*
During Tiered Supports/ToC Implementation

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<th>Total Population</th>
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- After implementing Tiered Supports and ToC a significant decrease in serious incidents was observed.
- Data from the 2016 fiscal year yielded a period of four consecutive quarters without serious incidents.
Before vs. After Tiered Supports/ToC

**Undesirable Behaviors**

- **PROPERTY DAMAGE**
  - 2015: 436
  - 2016: 311
- **ELOPEMENT**
  - 2015: 18
  - 2016: 4
- **PHYSICAL AGGRESSION**
  - 2015: 183
  - 2016: 272

From 2015-2016 data supports an approximate:

- 32% decrease in episodes of physical aggression towards others
- 69% decrease in episodes of elopement
- 28.5% decrease in episodes of property damage
CLONE ME, PLEASE!!!!

• Upon initiating ToC:
  • Our implementation plan stated that ToC observations would be completed on each TOOLS trained staff every quarter.
    • THIS WAS A MISTAKE!!!

• After a reality check:
  • ToC observations will be performed biannually
    • WE NEED CLONES!!!
      • Since science hasn’t met our standards yet, we chose to train select employees as ToC coaches.
      • After training and implementing ToC coaches, we are now able to meet our biannual observation goal AND have been able to perform additional observations for employees needing extra coaching.
Oh, woe is me!

• Show of hands, how many of you have sat in rooms, feeling defeated, wondering how to get staff to complete their job tasks?
  • I SHOULD SEE EVERYONES’ HAND RAISED.

• Through self-reflection, we realized that we are OFTEN complaining about the SAME job function lacking completion.
  • Documentation, cleanliness of the homes, staff turnover, staff attendance...YOU GET THE PICTURE.

• The ToC approach teaches that the likelihood of increasing desirable behavior is contingent upon the value of the reinforcement.
What reinforcement?

• When ASSET was performed:
  • It was found that staff had no idea what positive reinforcement systems were already in place.
  • At that time, positive reinforcement systems included:
    • KUDOS cards
    • COLA Bonus
    • Incentive Pay

• Problem Identified:
  • None of these reinforcements could be provided IMMEDIATELY!!
Who likes CANDY?!?!

- Tiered Supports team met and discussed alternative options for immediate positive reinforcement of our staff:
  - Verbal recognition and praise will be increased!
  - Candy will be purchased and carried by all supervisors and team leaders, so that it may be given as immediate reinforcement to staff.
    - ***WARNING*** Chocolate melts during summer months!!
  - When Kudos Candy is rewarded, staff will also receive recognition in our agency’s monthly newsletter.

- Cost Effectiveness:
  - $1 Dollar Tree candy is MUCH more affordable than $5 Gift Cards (Kudos Cards)
  - Verbal recognition and praise is FREE!!

- STAFF TESTED, STAFF APPROVED!
Let’s have some FUN!!!
Let’s up the ante!

• Kudos candy has increased positivity in the staff and is effective at reinforcing the behavior in the moment.
  • However, BIGGER desirable behaviors require BIGGER reinforcement.
  • So, how do we get staff to complete their documentation and meet deadlines?

• Cue the MONTHLY CHALLENGE!!!
  • Each month, the Tiered Supports Team discusses and decides upon a challenge to present to staff.
  • The challenge focuses on a specific job task that we would like to see improvement in being completed.
  • A poster is made, and displayed at the front of the office, to visually track the success in challenge completion throughout the month.
  • If the challenge is completed, all staff EARN a recognition gift.
  • Our staff have earned their monthly challenge prize 4 out of 6 months!
So, what have we learned?

- By adding ToC coaches:
  - We have been able to increase supervision and training in our residential sites.
  - Staff have voiced that they feel more supported in their jobs.
  - Since our presence in the homes has been increased, there have been more opportunities to provide positive reinforcement.

- By adding more frequent positive reinforcement/monthly challenges:
  - Staff have voiced that they feel more appreciated.
  - This has led to staff retention and a reduction in overtime.
  - A noticeable boost in moral has been observed AGENCY WIDE.

- Happier Staff = Happier Clients = Happier Supervisors
Houston, it’s us. We have a problem again...

- Medication errors have proven to be our most difficult of problems.
- Beginning in July of 2016, we began collecting data on medications errors for the current and previous year.
  - Data collection from the 2015 calendar year yielded a total of 87 medication errors.
- In July of 2016, we re-evaluated and edited our systems for medication administration to include:
  - Color-coding all medications according the time of administration
  - Monthly Auto-fill of medications
  - Additional training with medical supervisor/re-certifying staff through med class
Mission Control, what do you suggest we do now?

- Data collection from the 2016 calendar year yielded a total of 90 medication errors.
- A great majority of the errors were proven to be due to staff-error:
  - Failure to Administer: 43 (EEK!!!)
  - Wrong Time: 10
  - Wrong Dose: 24
- It is evident that we are still experiencing problems and we are still looking for solutions. Moving forward, we are:
  - Planning to implement Therap for medication administration
  - Looking into companies/devices that would dispense all medications together for the set medication administration time
Although we’ve seen many problems over the years, and we know that new problems are always on the horizon...
"Failure is not an option."

Apollo 13 (1995)