

HOW TO CREATE ISP SUPPORT DOCUMENTS

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General Housekeeping

- Schedule
- Restrooms
- Emergency Exits
- Silence Cell Phones
- Parking Lot



Learning Objectives:

1. Understand how planning to manage risk is critical in providing support, care and services
2. Learn how to address risk when writing the ISP support documents, specifically Protocols and Plans



How do I identify which risks I need to develop support documents for?



- ISP team completes Risk Identification Tool (RIT), questionnaire that identifies how individual may be risk to self or others.
- Questions used to evaluate for risk in five areas:
 - Medical
 - Behavioral
 - Mental Health
 - Financial
 - Safety



Risk Identification Tool (Reader ⓘ)



Person's legal name: _____

Date of last update: _____

HEALTH AND MEDICAL

No risk identified in this section (*skip to next section*)

1. Aspiration (*check all that apply*):

Risk present? Yes No History SC/PA follow-up

If any of the boxes below are checked, the overall status of this section will automatically become "Yes."

- a. Diagnosis of dysphagia, or has been identified to be at risk for aspiration by a qualified medical professional
- b. Ingests non-edible objects, places non-edible objects in mouth, or has a diagnosis of pica
- c. Has a feeding tube
- d. Diagnosed with gastroesophageal reflux (GER) and the physician has identified the person at risk of Aspiration
- e. Complains of chest pain, heartburn, or have small, frequent vomiting (*especially after meals*) or unusual burping (*happens frequently or sounds wet*) and the physician has identified the person at risk of Aspiration
- f. Someone else puts food, fluids, or medications into this person's mouth

If the person experiences any of the following symptoms, a current evaluation by a qualified professional is expected to determine if the person is at risk of aspiration. (Check all that apply)

- g. Food or fluid regularly falls out of this person's mouth
- h. Coughs or chokes while eating or drinking (*more than occasionally*)
- i. Drools excessively
- j. Chronic chest congestion, pneumonia in the last year, rattling when breathing, and persistent cough or frequent use of cough/asthma medication
- k. Regularly refuses food or liquid (*or refuses certain food/liquid textures*)
- l. Needs his/her fluids thickened and/or food texture modified
- m. Eats or drinks too rapidly

Evaluation results: Risk present No risk Other (*see comments*)

Person receiving services: _____ Date of last update: _____



- ISP team reviews risks identified on RIT and discusses how to support each risk identified
- On the risk management page of ISP the risk(s), supports for the risk(s) and who is responsible for creating the protocol is documented.



Questions the Operator Should Discuss with the ISP Team and Be Able to Answer Before Finalizing the ISP

- What risks am I responsible for supporting?
- Which risks require a protocol?
- Which risks require me to write a safety plan or other type of plan?
- Which risks am I monitoring and documenting on the MAR, in progress notes, on an incident report and/or in data reporting?



- ISP is where information about individual's preferences, goals, resources, support needs, services, risk(s) is documented
- ISP is the person centered plan for care
- Plan for care identifies each support needed and who is responsible for helping individual meet their goals.



What's
the
plan?



Risk Management Plan //



- When making a risk management plan only do things that are important **for** the individual if this approach can relate back to something that is important **to** the individual.

Example: Risk of seizure.

Minimize the risk of seizure and injury to individual by taking actions to prevent seizures and prevent injury. Provide support to the individual by taking person centered approaches to care.

For example: After a seizure, John feels comforted and supported by, sitting in a chair, drinking a glass of water slowly, then taking at least a 30 minute nap in his room with his blue blanket, and the blackout curtains closed. After his nap he expects a fresh fruit snack to give him an energy boost.



- Planning for managing risk is critical in providing support, care and services
- Examples of risk management strategies
 - Education
 - Natural and/or paid supports
 - Assistive technology or device
 - Environmental modification
 - Written support documents (protocols, safety plans)
 - Written instructions in job description



- To plan for managing risk:
 - Services Coordinator will complete Risk Management page of ISP
 - Operator will use information on Risk Management page of ISP to complete Provider Risk Management Strategies form



- Risk Management page in ISP list all risks identified on RIT and how each risk is to be addressed by provider(s)
- Operator will use this information to complete the Provider Risk Management Strategies form



Risk management plan

Emergency preparedness (*natural disasters, power outages, community disasters, etc.*):

Preventing abuse (*physical, emotional, financial, sexual, neglect*):

What happens if the person can't be reached (*timelines for notifying others, who to contact, etc.*)?

Known risks

No known, serious risks

Risk	High risk [Ⓢ]	Describe the issue and how it is addressed or note where other information can be found. [Ⓢ]
	<input type="checkbox"/>	

Does this person's plan include the use of safeguarding interventions?

- No
 Yes, attach a completed IBL form authorizing the use of safeguarding intervention(s).

Person receiving services: _____ Plan effective dates: _____ - _____ Page 6 of 10 SDS 4118 (11/2017)



Known risks

Risk	High risk [Ⓢ]	Describe the issue and how it is addressed or note where other information can be found. [Ⓢ]
<i>Aspiration</i>	<input type="checkbox"/>	Aspiration protocol. Needs food cut up into small bite sizes pieces.
<i>Choking</i>	<input type="checkbox"/>	Choking protocol. Joe A doesn't have teeth and experiences difficulty swallowing.
<i>Constipation</i>	<input type="checkbox"/>	Constipation protocol. Joe A takes a daily medication for constipation, along with additional PRN's.
<i>Complications of diabetes</i>	<input type="checkbox"/>	Diagnosed with type 2 diabetes. Protocol on file.
<i>Injury due to falling</i>	<input type="checkbox"/>	When outside Joe A uses a cane. Joe A needs someone to be with him for support around uneven surfaces or stepping on/off curbs. Fall protocol
<i>Other serious health or medical issues</i>	<input type="checkbox"/>	High cholesterol and respiratory issues.
<i>Fire evacuation</i>	<input type="checkbox"/>	Safety Plan.
<i>Household chemical safety</i>	<input type="checkbox"/>	Safety Plan.
<i>Safety and cleanliness of residence</i>	<input type="checkbox"/>	Joe A. likes to hoard items in his room. Provider/staff support him with daily cleaning and organizing. Safety Plan
<i>Potential for financial abuse</i>	<input type="checkbox"/>	Financial Plan
<i>Mental health</i>	<input type="checkbox"/>	Schizophrenia. Takes prescribed medication. Safety Plan

Person receiving services: Joe Anonymous

Plan effective dates: 12/1/2021 - 11/30/2022 Page 11 of 15 SDS 4118 (11/2017)

<i>Physical aggression</i>	<input type="checkbox"/>	PBSP
<i>Extreme food or liquid seeking behavior</i>	<input type="checkbox"/>	PBSP
<i>Use of objects as weapons</i>	<input type="checkbox"/>	Safety PPlan
<i>Other behavior issues</i> <i>Verbal AGgression</i>	<input type="checkbox"/>	Safety Plan



- Provider Risk Management Strategies form lists all risks, supporting documents, and where supporting documents are located
- Provider Risk Management Strategies form is like a table of contents for all risk management documentation



Risk Management // Provider Risk Management Strategies

Provider Risk Management Strategies – ODDS 1.21.2015

Provider Risk Management Strategies

Person's name: Joe Anonymous

Provider/Site Name: Wonderful Provider

List risks identified on the ISP Risk Management Plan or Service Agreement and what support document(s) are in place to address each risk.

Risk	Title of document	Document date	Where kept
Aspiration	Aspiration-Chocking protocol	11/22/22	Client file
Choking	Aspiration-Chocking protocol	11/22/22	Client file
Constipation	Constipation Protocol	11/22/22	Client file
Diabetes	Safety Plan	11/22/22	Client file
Mental health	Safety Plan	11/22/22	Client file
Fire Evacuation	Safety Plan	11/22/22	Client file
Potential for financial abuse	Safety plan	11/22/22	Client file
Other serious health or medical issues	Safety plan	11/22/22	Client file
Other behavior issues	Safety plan	11/22/22	Client file
Injury due to falling	Safety plan	11/22/22	Client file
Extreme food or liquid-seeking behavior	Safety plan	11/22/22	Client file
Safety and cleanliness of residence	Safety plan	11/22/22	Client file
Other mental health issues	Safety plan	11/22/22	Client file

Does this person have a Nursing Care Plan at this location? No Yes, where found: _____



- Operator is responsible for completing Provider Risk Management Strategies form
- Operator is responsible for developing support documents for the identified risks listed on Provider Risk Management Strategies form



- Critical that Provider Risk Management Strategies form is completed
- Critical that Operator and providers understand information and know how to manage risks and support individuals



The Provider Risk Management Strategies form tells you the risks and where to find the supports to address risk for each individual in your home.





- Support documents include
 - protocols,
 - safety plans,
 - financial plans,
 - other written instructions
- Support documents included with ISP based on individual's support needs



- Support documents provide clear, detailed written instruction to prevent or respond to risks and medical issues
- Support documents must be written
 - so that all providers can understand and follow
 - in order to provide consistent support
 - based on individual's needs and what is important to them



- Protocols are written instructions that must be followed exactly as written
- Most common protocols are:
 - Fatal Four (aspiration, constipation, dehydration, seizure)
 - Pica
 - Diabetes
 - Injury Due to Falling

[OTAC ISP Support Docs](#)

- Protocols may be required for a wide-range of risk(s). RIT will identify risks that may require protocol.



Operator responsible for writing protocol(s).

The Operator is responsible for training other providers working in the home (Resident Manager, caregivers, backup Operator etc.) on how to follow the protocol(s).



ISP Support Documents // When to Write Protocol

- Need for protocol determined by ISP Team
- Operator should confirm if protocol is needed
- Operator is responsible for writing protocol



- Protocol based on safest practice for individual and if there is treatment or strategy / intervention for risk
- Things that are considered when determining if a protocol is needed:
 - Diagnosis
 - Demonstrated risk
 - Historical risks



- Protocols written by Operator and must be written specific to individual
- Use Protocol template on Oregon ISP website
 - general protocol template
 - issue-specific protocol templates
 - Aspiration/Choking
 - Constipation
 - Dehydration
 - Seizures
 - Pica



- Follow instructions on the protocol template
- On issue-specific templates there is default, pre-filled in content; remove content that does not apply and add information as needed
- Remember, protocol is used to support individual's unique needs and preferences for how support is delivered
- [OTAC ISP Support Docs](#)



Resources for Writing a Protocol:

- Consult with primary care provider (PCP)
- Consult with Nurse Practitioner
- Review past protocols (past referral packet)
- Consult ISP Team members, family, day program, school program




- Write protocol with clear, easy to follow instructions so all providers can understand and follow protocol
- If you have help from a medical professional avoid using complex medical terms.

Protocols must be followed exactly as written.



Example: Constipation Protocol Template (3 pages)

Help text: Show Hide

Constipation Protocol 

You do not need permission to call 911 or seek medical help

Person's name: Location of use: [Choose or fill in] ⓘ

Preferred name: Preferred pronoun: He/his She/hers None selected

Written by: Date:

Section 1: About this issue

How do you know this person is at risk for constipation?
Write a brief description of the issue and diagnosis. Also, describe the history and any special considerations.

What does this person do on their own about their constipation?
Describe preventive or follow-up actions. Describe anything else this person usually does on their own for prevention.

What is this person's preference for support with their constipation?
Wherever possible, embed this person's preferences into the appropriate sections of this document.

Section 2: Steps to prevent harm

List each precaution on a separate line. Clearly describe caregiver duties for carrying out these precautions at this location(s).

• Prunes [fill in] times daily	+	-	▲
• Prune juice [fill in] times daily	+	-	▲
• Bran [fill in] times daily	+	-	▲
• High fiber diet	+	-	▲

Name: Location: [Choose or fill in] Date:

Constipation Protocol Page 1 of 3 DHS 4120C (11/17)





Review the RIT, document the risk(s) and discuss safety considerations for the risk(s) assigned with your group and write a protocol for the risk(s) assigned.



- Protocol templates available on Oregon ISP website - <https://oregonisp.org/>
- Protocol templates updated (11/2017) and updated templates must be used for new protocols and existing protocols must be updated to current template at time of ISP
- Protocol Instructions also available on Oregon ISP website



- Plan is second type of support document included with ISP based on individual's support need
- Plans include instructions for providers on how to prevent risk(s), respond to risk(s) and provide care and services for individual



Types of Plans:

- **Safety Plan** - Operator responsibility
- **Missing Person Plan** - Operator responsibility
- **Positive Behavior Support** - Can only be written by Behavior Professional
- **Temporary Emergency Support** - Can only be written by Behavior Professional
- **Nursing Care** - Can only be written by Registered Nurse (RN)



- Safety Plan used to address safety issues identified in ISP
- No required format for safety plan
- Safety plan must include:
 - description of risk being addressed
 - preventative measures in place to minimize risk(s)
 - how to respond when risk is present
 - author's name and date of document



- Operators may write different safety plans to meet individual's support needs in different environments (e.g. home, school, work)
- Risk may be same but supports for each location may differ and should be identified
- Possible that one location may have a safety risk that does not apply to other locations.



- Here are some behaviors that may require a safety plan
 - Unsafe use of chemicals
 - Unsafe use of sharps
 - Unsafe use of flammables
 - Unsafe social behaviors

Look at the RIT what risk(s) may require a safety plan?



Exercise: Protocol or Plan writing examples



Thank You

