Quality Care in Crisis Situations (QCICS)

BOISE STATE UNIVERSITY
OPWL 537 INSTRUCTIONAL DESIGN PROJECT
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The intended outcome is that in the event of a situation that threatens the rights, and safety of a resident, Direct Support Professionals (DSPs) will utilize effective and efficient de-escalation techniques to protect the resident, in turn reducing escalations to on-call emergency supervisors.

<table>
<thead>
<tr>
<th>Target Population</th>
<th>Performance</th>
<th>Standard</th>
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<tbody>
<tr>
<td>Desired Performance</td>
<td>Direct Support Professionals will utilize appropriate techniques to de-escalate crisis situations</td>
<td>And decrease the use of on-call supervisor assistance to less than 2 times per week, while maintaining safety and resident rights unless legally required.</td>
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<tr>
<td>Actual Performance</td>
<td>Direct Support Professionals are not utilizing appropriate techniques to de-escalate crisis situations</td>
<td>And make use of on-call supervisor assistance approximately 3-5 times per week, while not consistently maintaining safety and resident rights.</td>
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DSPs need to identify and de-escalate crisis situations. To this end, they must:

- Apply known information about a client
- Use a process that involves complex decision making and problem solving -- in a short period of time
- Confidently work in intense and uncomfortable situations
Due to the large and complex scope of our project – we had a lot of leg work to do.

Task analysis was HUGE

Objectives were, too

How did we get it done?

- Team Chemistry
- Clearly defined roles and expectations
- Collaborative design thinking
- Lean on our learning, and trust our prof.
Team Takeaways

- What went well
  - Splitting up the workload
  - Meeting schedule and attendance
    - Remaining flexible
  - Feedback – assuming positive intent
- What we would have changed
  - Stressing too much over pass 1 deliverables
  - Length of weekly meetings