

LeapFrog Update Guide – March 2021

Revised planned updates for 2021- guide only:

April -June

- **Management: Management:** New and updated mandatory Quality Indicator Program to be implemented 1 July 2021.
- **Safe environment:** Review the antimicrobial stewardship program, the Special Dietary Requirements Guide and the COVID-19 Management Plan.
- **Health and wellbeing:** Review the Oral and Dental, Communication and Sensory Loss, Pain Management and Wound Management procedures.
- **Surveys:** Workforce.

July – Oct

- **Management:** Review of HR process and procedures (6) and the Personnel Database including appraisal outcomes.
- **Safe environment:** Review the Emergency procedures policy, process and procedures (11).
- **Health and wellbeing:** Review the procedures for Promote Mental Health, Behaviour Management Continance Management and Diabetes Management procedures.

Nov – Dec

- **Management:** A new Bus Safety procedure. Create a Spreadsheet/s for the Maintenance Calendar, the Asset Register and Thermometer Calibration.
- **Safe environment:** A new procedure for Workplace Drugs and Alcohol.
- **Health and wellbeing:** Review the procedures for Mobility and Falls Prevention, Respiratory Management, and Enteral Nutrition.

Notes:

- Please note the update guide has been revised to enable priority documents to be reviewed and updated.
- Changes are in **red text** within the documents and the below guidelines provide some detail of the changes.
- A document with a **red heading** indicates sleep a new document or a document with significant changes.
- Some clients may already have some changes depending when you purchased manuals.
- Internal assessments, care plan system forms, handbooks, care plan resource booklet and competencies will be updated as relevant in line with procedure updates.
- Please note LeapFrog is not a compliance service.

Handbooks				
Document	No	No of Pgs	New/ updated	Description
Consumer Information Booklet		29	Updated	<ul style="list-style-type: none"> • The Elder Abuse and compulsory reporting section has been renamed (Elder Abuse and reportable incidents) and updated in accordance with new and updated procedures for elder abuse and related to the Serious Incident Response Scheme
Staff Handbook		32	Updated	<ul style="list-style-type: none"> • The Elder Abuse and compulsory reporting section has been renamed (Elder Abuse and reportable incidents) and updated in accordance with new and updated procedures for elder abuse and related to the Serious Incident Response Scheme

LeapFrog Update Guide – March 2021

Handbooks				
Document	No	No of Pgs	New/ updated	Description
Health Professional Handbook		29	Updated	<ul style="list-style-type: none"> The Elder Abuse and compulsory reporting section has been renamed (Elder Abuse and reportable incidents) and updated in accordance with new and updated procedures for elder abuse and related to the Serious Incident Response Scheme
Supplier Handbook		22	Updated	<ul style="list-style-type: none"> The Elder Abuse and compulsory reporting section has been renamed (Elder Abuse and reportable incidents) and updated in accordance with new and updated procedures for elder abuse and related to the Serious Incident Response Scheme
Volunteer Handbook		33	Updated	<ul style="list-style-type: none"> The Elder Abuse and compulsory reporting section has been renamed (Elder Abuse and reportable incidents) and updated in accordance with new and updated procedures for elder abuse and related to the Serious Incident Response Scheme

Management Manual				
Document	No	No of Pgs	New/ updated	Description
Governance & Risk Management	1.0	12	Updated	<ul style="list-style-type: none"> Mainly the organization wide governance systems section has been reviewed and updated. The Incident Management System been added.
<i>Events Calendar</i>	1.0.7	5	Reviewed	<ul style="list-style-type: none"> Updated to include annual tabletop reviews of emergency and outbreak management plans Conducting a workforce analysis has been added
<i>Clinical Governance Framework</i>		27	Updated	<ul style="list-style-type: none"> Updated to include some updated forms as a result of the changes for the IMS and SIRS requirements
Risk Management	1.1	5	Updated	<ul style="list-style-type: none"> The risk matrix image has been updated to include the value of the Consequences ratings A section has been added related to the Incident Management System and SIRS.
<i>Risk Matrix</i>	1.1.1	1	Reviewed	<ul style="list-style-type: none"> Reviewed, no change
<i>Risk Management Plan</i>	1.1.2	8	Updated	<ul style="list-style-type: none"> A few changes to document names
<i>Project Risk Management Plan</i>	1.1.3	2	Reviewed	<ul style="list-style-type: none"> Reviewed, no change
Quality Improvement	2.0	6	Updated	<ul style="list-style-type: none"> The name of the Incident Reporting procedure (21.1) has been changed to Incident Management System.
<i>Improvement Form</i>	2.0.1	5	Updated	<ul style="list-style-type: none"> Updated to capture information required by the IMS and SIRS
<i>Register of CI Activities & Complaints and the PCI</i>	2.0.4		Updated	<ul style="list-style-type: none"> The form is now a spread sheet The content has been updated to capture information required by the SIRS and the Quality Standards related to complaint management
<i>Statistical Report (Word or Spreadsheet)</i>	2.0.6	4	Updated	<ul style="list-style-type: none"> Updated to capture information related to reportable incidents and notifications to SIRS and external authorities

LeapFrog Update Guide – March 2021

Management Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Self- Assessment – Commission Template (V1.4)</i>			Updated	<ul style="list-style-type: none"> • Latest version added
Document Control	2.1	4	Updated	<ul style="list-style-type: none"> • A few minor changes to the Manual Content & Distribution section
Regulatory Compliance	2.5	4	Updated	<ul style="list-style-type: none"> • The Compulsory reporting requirement section has been renamed to the Serious Response Scheme (SIRS) and provides an overview of the requirements that will replace the current compulsory reporting requirements as at 1 April 2021 • More specific guidance for reporting has been included in the Identify, Respond to and Report Incidents Flowchart (21.1.5) and the SIRS Guide (21.1.8)
<i>Staff and Volunteer Details Sheet</i>	5.1.3	4	Updated	<ul style="list-style-type: none"> • Updated to include COVID-19 Vaccination under the Staff Health Questionnaire
<i>Organisational Orientation Program</i>	5.1.5	4	Updated	<ul style="list-style-type: none"> • Updated to include Identify, respond to and report incidents.
<i>Staff Development Program</i>	5.4.4	6	Updated	<ul style="list-style-type: none"> • Updated to include Identify, respond to and report incidents. What is a reportable incident and How to respond to and notify reportable incidents as annual mandatory training sessions

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
Occupational Health & Safety	21.0	12	Updated	<ul style="list-style-type: none"> • The Incident Reporting section has been replace with a section for the Incident Management System.
Incident Management System	21.1	5	Updated	<ul style="list-style-type: none"> • Renamed, was Incident Reporting • Comprehensive review and update in accordance with the requirements for an Incident Management System and the requirements of the new Serious Incident Response Scheme (SIRS)
<i>Open Disclosure Response Flowchart</i>	21.1.1	3	Updated	<ul style="list-style-type: none"> • Name of a form changed
<i>Missing Consumer Flowchart</i>	21.1.2	1	Updated	<ul style="list-style-type: none"> • Updated in accordance with the new SIRS
<i>Mandatory Notification of Health Practitioner Conduct Report</i>	21.1.3	2	Updated	<ul style="list-style-type: none"> • Renamed, was Mandatory Notification of Health Practitioner Conduct • Reviewed, minor changes
<i>Elder Abuse Response Flowchart</i>	21.1.4	1	Updated	<ul style="list-style-type: none"> • Renamed, was Elder Abuse Compulsory Reporting Flowchart • Updated in accordance with the new SIRS – all incidents must be reported, there is no exception for consumer’s with a cognitive/ mental impairment • Includes action steps for suspending staff

LeapFrog Update Guide – March 2021

Safe Environment Manual				
Document	No	No of Pgs	New/ updated	Description
<i>Identify, Respond to and Report Incidents Flowchart</i>	21.1.5	7	Updated	<ul style="list-style-type: none"> • Renamed, was Incident Reporting Guide • Comprehensive review and update has occurred. Now includes the steps, actions and considerations for identifying, responding to and reporting incidents
<i>Incident Investigation</i>	21.1.6	3	Updated	<ul style="list-style-type: none"> • Reviewed, minor changes
<i>Open Disclosure Guide</i>	21.1.7	3	Updated	<ul style="list-style-type: none"> • Reviewed, minor changes
<i>Serious Incident Response Scheme Guide</i>	21.1.8	6	New	<ul style="list-style-type: none"> • New Guide to provide guidance for the new Serious Incident Response Scheme. Includes sections for: <ul style="list-style-type: none"> ○ What is a reportable incident? ○ Who can receive and make notifications of reportable incidents? ○ Protections for those who report ○ Assess and categorise incidents ○ When to notify ○ Notify the Commission ○ Role of the Commission
<i>Reportable Death Guide</i>	21.1.9	2	New	<ul style="list-style-type: none"> • New Guide. Information moved from the previous Incident Reporting procedure 21.1 and information reviewed and updated • Includes reportable incident – unexpected death
<i>WorkSafe Vic Incident Notification Guide</i>	21.1.10	2	New	<ul style="list-style-type: none"> • New Guide. Information moved from the previous Incident Reporting procedure 21.1 and information reviewed and updated
<i>Health Practitioner Notifiable Conduct Guide</i>	21.1.11	3	New	<ul style="list-style-type: none"> • New Guide. Information moved from the Incident Reporting procedure 21.1 and information reviewed and updated using the revised March 2020 APHRA Guide.
<i>Incident Notification Form - WorkSafe</i>		3	Reviewed	<ul style="list-style-type: none"> • Reviewed, no change
Elder Abuse	21.5	5	Updated	<ul style="list-style-type: none"> • Reviewed and updated in accordance with more current references and the Serious Incident Response Scheme
<i>Types of Elder Abuse & Response Guide</i>	21.5.1	6	Updated	<ul style="list-style-type: none"> • Renamed, was Types of Elder Abuse & Response Guide (21.5.3) • Content changed in accordance with the types of elder abuse that requires reporting to the Commission (reportable incidents). Includes examples or what is nit reportable, what is reportable and possible signs.
<i>Compulsory Reporting of Consumer Assault</i>	21.5.1	3	Deleted	<ul style="list-style-type: none"> • Deleted. • Online notification form now required
<i>Elder Abuse Report Register</i>	21.5.2	2	Deleted	<ul style="list-style-type: none"> • SIRS requirements included in the Register of CI Activities & Complaints (2.0.4). It does not appear that an Elder Abuse Report Register is required as in the previous reporting scheme
<i>Other Types of Elder Record</i>	21.5.4	6	Deleted	<ul style="list-style-type: none"> • Deleted. • Online notification form now required
Consumer Aggression	22.10	4	Updated	<ul style="list-style-type: none"> • Reviewed and updated with minor changes • References checked

LeapFrog Update Guide – March 2021

Safe Environment Manual

Document	No	No of Pgs	New/ updated	Description
<i>Consumer Aggression Management Plan</i>	22.10.1	3	Updated	<ul style="list-style-type: none"> Reviewed and updated with minor changes

Health and Wellbeing Manual

Document	No	No of Pgs	New/ updated	Description
<i>Upon Death Record</i>	41.4.6	3	Updated	<ul style="list-style-type: none"> Name of a form changed to the new Reportable Death Guide

Internal Assessment (Audit) System

Sheet	Internal Assessment Tools	No of Pgs	New/ updated	Description
Health and Wellbeing (Clinical Audits)				
8	Occupational Health and Safety	14	Updated	<ul style="list-style-type: none"> Updated according to the updated procedures for incident management and the serious incident response scheme

Staff Competency Package

Document	No	Pgs	New/ updated	Description
Quality	1.0			
Incident reporting	1.2			
Demonstrates an understanding of incident reporting and how to complete an incident reporting	1.2.1	2		<ul style="list-style-type: none"> Reviewed with a few minor changes
Health and Safety	2.0			
SIRS	2.3			<ul style="list-style-type: none"> Renamed, was elder abuse
Demonstrates an understanding of elder abuse and reportable incidents	2.3.1	2		<ul style="list-style-type: none"> Renamed, was Demonstrates an understanding of elder abuse and compulsory reporting Updated in accordance with the new Incident Management System and Serious Incident Response Scheme.