

# PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

## Organisation contributing the best practice

				Best Practice Ref. Nr.			
Organisation name:	EQiGate			Date:	10/07/2023		
Information provided by:	Hennie Joubert			Role within organisation:	Director		
Contact email:	<a href="mailto:hennie@eqigate.com">hennie@eqigate.com</a>			Contact number:	087 655 1800		
Stage of BP development:	Submitted	<b>X</b>	Sector Review		Re-submitted		Published

## BEST PRACTICE

Name of Best Practice	Graphic based emergency device process flows
-----------------------	--

### 1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value		Finances / Costs		Business Processes		Staff		Systems	<b>X</b>
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety	<b>X</b>	Morale	
Other: Please indicate									

### 2. Context: Share information to give more context in relation to where this specific practice is used in your organisation.

Urban	<b>X</b>	Rural	<b>X</b>	Number of Social Grant Recipients				
Care centre	<b>X</b>	Independent Living	<b>X</b>	Assisted Living	<b>X</b>	Nr. of In-house staff		Nr. of Outsourced staff
Nr. of rooms		Nr. of beds						

### 3. Description of best practice:

<p><b>3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.</b></p> <p>At EQiGate, we have developed a best practice in the retirement space that utilizes graphic-based emergency flows, specifically flow charts, to simplify the understanding and training of staff and residents regarding emergency coordination. The best practice entails creating visual representations of emergency response processes, using flow charts that outline the step-by-step actions to be taken during various emergency scenarios.</p> <p>These flow charts are prominently displayed in common areas, staff training materials, and resident handbooks. Residents are actively involved in the best practice by being familiarized with the flow charts during orientation sessions, and regular reminders and updates are provided to ensure ongoing awareness. Staff members receive comprehensive training on utilizing the flow charts, including practicing simulated emergency scenarios using the graphic-based flows.</p>
<p><b>3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.</b></p> <p>The development of this best practice was driven by the challenges, constraints, and bottlenecks faced in effectively coordinating emergency responses in retirement communities where there was a disconnect between our 24/7 Nerve centre and the on site residence and care teams. Traditional text-based emergency procedures were often lengthy, complex, and difficult to comprehend quickly in high-pressure situations. This led to potential delays or errors in response times and hindered effective communication between the EQiGate 24/7 nerve center, on site care teams and residents.</p>
<p><b>3.3 Why do you consider this to be a best practice? E.g., Outcomes noted</b></p> <p><b>Simplified Understanding:</b> The graphic-based emergency flows, presented in flow chart format, significantly enhance the understanding of emergency response processes. The visual nature of flow charts simplifies complex information, making it easier to absorb and recall during emergency situations.</p> <p><b>Training Efficiency:</b> Staff training becomes more efficient and effective with the use of flow charts. The visual representation helps trainers convey information in a concise and standardized manner, leading to improved knowledge retention and faster response times.</p> <p><b>Clarity and Consistency:</b> The use of flow charts ensures consistent communication and understanding among the team (Nursing and Nerve center). It eliminates potential confusion or misinterpretation that can arise from text-based documents and promotes unified responses to emergencies.</p> <p><b>Quick Reference:</b> The prominently displayed flow charts serve as quick references for staff and residents, enabling them to access essential information promptly and take appropriate actions.</p> <p><b>Improved Resident Confidence:</b> Clear and understandable emergency response processes enhance residents' confidence in the retirement community's ability to handle emergencies efficiently, promoting a sense of safety and well-being.</p>

Thank you for your contribution to improve the lives of older individuals and those supporting them.

Send completed form to [projectscaffold2021@gmail.com](mailto:projectscaffold2021@gmail.com)

3.4 Do you consider this to be compliant with the current Older Persons Act?			
Yes		No	
If Yes, which portions does it comply with?		If No, which portions does it not comply with?	
I do not know		X (The flows are designed with the village, we are advised as to their SOP's and response protocols)	
3.5 How long has this practice been used within the organisation? (state period in years)			1.5
3.6 What are essential aspects in the organisation that directly support / maintain this practice?			
<p>-Regular training sessions and refresher courses for staff members to ensure they are familiar with the flow charts and emergency response protocols. (Very important during induction of new staff)</p> <p>-Ongoing communication and reinforcement of the importance of following the graphic-based emergency flows. (including check ins from our Nerve center with on site staff)</p> <p>-Collaborative efforts with retirement community management to integrate the flow charts into orientation programs, resident handbooks, and common area displays.</p>			
3.7 What are the benefits for your residents and/or staff and other stakeholders?			
<p><b>Residents:</b> Improved understanding of emergency procedures enhances residents' confidence in their safety and well-being, reducing anxiety during emergencies and fostering trust with the emergency management devices.</p> <p><b>Staff:</b> Simplified and standardized emergency response processes lead to faster and more effective actions, ensuring the well-being of residents and minimizing potential risks associated with a medical emergency.</p> <p><b>Management:</b> The best practice promotes a proactive and organized approach to emergency coordination, enhancing the retirement community's reputation and adherence to quality standards. The incident reports provided after any specific emergency is aligned with the emergency process flow. This also allows for evaluation for the purpose of improvement.</p> <p><b>Family Members:</b> Clear and comprehensible emergency response procedures provide peace of mind to family members, knowing that their loved ones are in capable hands during any medical emergency. This also allows for greater understanding of what they can expect should anything happen to their loved one. (Helps manage unnecessary repeat calls from family members during an emergency)</p>			
3.8 What lessons were learned?			
<p>Regular review and update of the flow charts based on feedback and evolving best practices in emergency response management.</p> <p>Continuous communication and reinforcement of the importance of adhering to the graphic-based emergency flows among staff and residents.</p> <p>Flexibility in adapting the flow charts to accommodate the unique needs and characteristics of different retirement communities. The plans are also designed according to how the village is developed and pro-active plans are put in place for next phases going live.</p>			

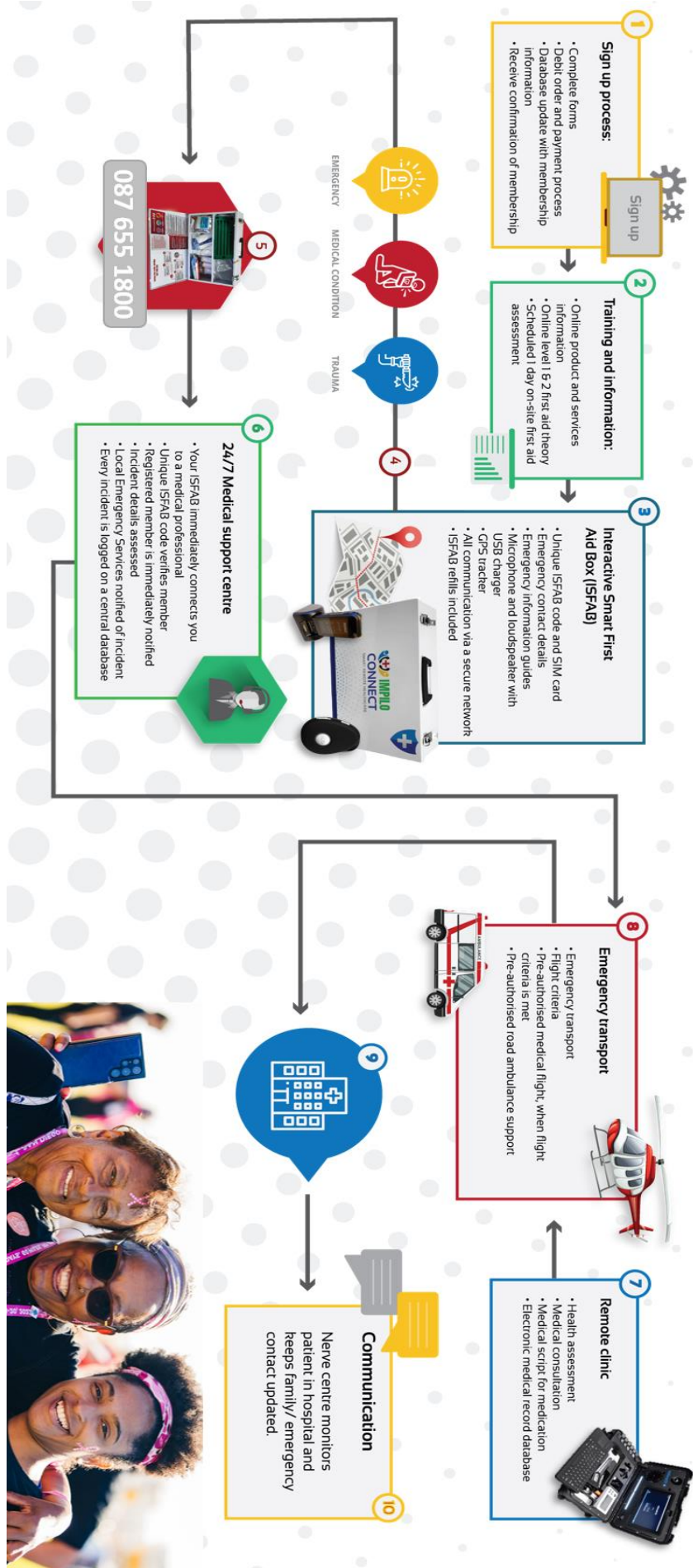
**SECTOR CONTRIBUTION** – *to be completed once the best practice has been presented at a monthly meeting for sector review and contribution.*

Date presented:	16 August 2023		
Question or Comment or suggestion		Response / change to best practice if applicable	
1. Thank you for sharing a free resource to draft simple but effective graphics!			
Contributor:	Yolande Brand – true2you		
2.			
Contributor:			
3.			

**Easy and free suggested creator:**

<https://draw.io/>

## Example:



Thank you for your contribution to improve the lives of older individuals and those supporting them.  
Send completed form to [projectscaffold2021@gmail.com](mailto:projectscaffold2021@gmail.com)