

## **Interprofessional Collaboration Advancing Patient Safety Program: Needs Assessment for Community-Based Organization Serving Developmentally Disabled Adults**

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### **Background:**

Community-dwelling adults with developmental disabilities (DD) often require assistance from caregivers with no healthcare training. A community-based organization (CBO) providing care to DD adults identified a need to improve their training program emphasizing patient safety. This requires establishing a baseline assessment of their existing process.

### **Objectives:**

The objective of this community service learning project is to assess the perception of administrators and staff on: (1) training effectiveness; (2) medication delivery process efficiency; (3) staff competency; (4) concept of patient safety.

### **Methods:**

The needs assessment was conducted using (1) separate paper surveys for administrators and staff and (2) a focus group format stratified by practice sites and work shifts. Survey instruments and focus group guides were developed based on CBO concerns and on-site observations. Quantitative data were analyzed using Excel. Qualitative data were analyzed and categorized into themes. All data are stored on a secure server.

### **Outcomes:**

Survey response rate is 58% for staff and 88% for administrators. Descriptive analysis of quantitative data revealed differences regarding perceived staff knowledge and competency level, effectiveness of training materials, and efficiency of the medication delivery process. Themes emerging from qualitative analysis include inadequate communication, inconsistencies in medication delivery process, variation in understanding of patient safety, and desire for interactive training. Findings were presented to the CBO.

### **Conclusion(s):**

Community caregivers play a significant role in the healthcare continuum. Findings highlight opportunities to enhance the medication delivery process emphasizing patient safety and sources of medication errors. Next phase of the program will focus on developing targeted training modules.