

Fall Protocol Components

(per facility policy)

Immediately Ensure Resident is Safe, Assess and Treat for Injury

- Put any preliminary preventative steps into place

Make Required Notifications

Nurse or CBC Health Services

- 911 (if applicable)
- Physician (use **SBAR**)
- Admin and DNS (or leadership team)
- Resident's responsible party
- Admin or DNS
- Notify Adult Protective Services if abuse/neglect suspected

Document Event

- Update care communication tools
 - Alert charting
 - 24-hr. report
 - Temporary care/service plan
- New physician order (note and implement)
- Begin incident report (or other facility document)

Document Analysis Findings

Investigation Components

(Root Cause Analysis)

Fall Occurs

OSCS Falls Investigation Guide

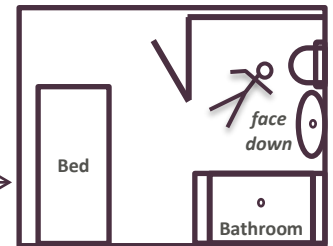
For First Responders

Begin Investigation

#1 – Gather and Document Initial Information

- Interview staff and others closely involved (last to see the resident, first responder, witness, resident, visitors, etc.)
- What do they think happened (sequence of events) and why (contributing factors)
- Use open-ended questions (e.g. "Tell me about...")
- Make a diagram of the scene at time of discovery, attach it to the investigation (show position of furniture, door/doorways, equipment, other relevant features)
 - Draw a stick figure to indicate where resident fell/was found (label as face-up or face-down)

Situation Background Assessment Recommendation
(See SBAR Communication Worksheet)



#2 – Fill in the Gaps

Review Findings

- Identify gaps and gather any missing information (i.e., review record, fall history, interview/re-interviews, plan of care, etc.)
- Outline the sequence of events leading up to the fall
- List possible contributing factors



#3 – Analyze

Identify Contributing Factors

- Possible contributing factors to consider:
 - Environment and equipment related
 - Medication related
 - Communication related
 - Were identified fall prevention/risk interventions in place?
 - Care/service plan appropriate, updated, and followed?
- Use the **5-Whys** to uncover root causes

See Environment and Equipment Drill-Down

See Medication Drill-Down

See Communication Drill-Down

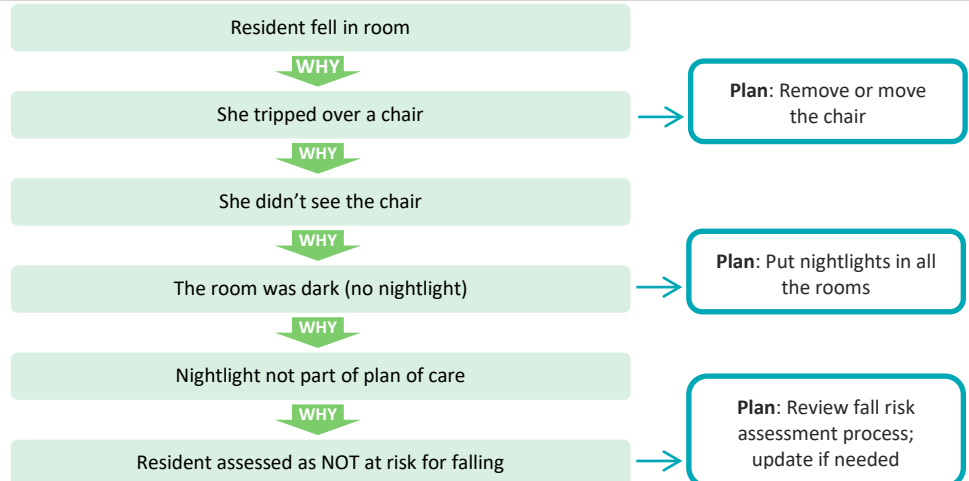
See 5-Whys

Handoff Investigation (per facility policy)

- Give to the individual who will review the initial investigation and:
- Develop an action plan to prevent recurrence
 - Monitor the effectiveness of the plan

The 5-Whys

The 5-whys is a question-asking method used to uncover the underlying cause of an event (see example to right). Uncovering the root causes(s) leads to action plans that are more likely to prevent the event from happening again.



First Responder Drill-Downs for Common Fall Contributing Factors

