

Staff Response When a Fall Happens

Roles and Responsibilities for Managing Falls Risk in Carewest

Role	Responsibilities
All staff, including care team, housekeeping, PPS, management and other support staff.	<ul style="list-style-type: none"> • Take care of environmental risks like tripping hazards, wet or slippery floors. • Report equipment breakdown (i.e., loose grab bars). • Respond to anyone who has fallen and call the RNs or LPNs to assist and assess. Provide reassurance and support to the fallen person.
Unregulated health care staff as first responder.	<ul style="list-style-type: none"> • Provide immediate first aid. • Health Care Aides should take initial vital signs. • Begin the Unusual Occurrence report. • Complete the First Responder Checklist to help the investigation.
Allied Health Care Team (Regulated)	<ul style="list-style-type: none"> • Complete assessments as needed to confirm falls risk. • Begin the Unusual Occurrence Report if first responder. • Collaborate with team members to identify falls risk strategies. • Assess for appropriate equipment. • Participate in Falls Review Committees as available. • Document goals and interventions on the Care Plan.
RN or LPN Staff	<ul style="list-style-type: none"> • Complete the post fall assessment as per CS-02-05-09: Falls Management. • Attend injuries. • Begin neuro vital signs and document if head injury is suspected or the fall was unwitnessed and client cannot communicate circumstances reliably. • Assess for stability and determine if the client can be moved or to call 911. • Complete the Unusual Occurrence – Falls report and begin the Post-Fall Investigation Report, building on the First Responder Checklist. • Ensure clinical monitoring is completed as required.

Carewest Falls Reduction and Injury Prevention Strategy

Role	Responsibilities
	<ul style="list-style-type: none"> • Forward UOF and Investigation Form to Client Service Manager. • Review falls interventions with the interdisciplinary team. • Ensures falls data is recorded in MDS in section J4 and interventions are documented in the Care Plan. • Ensures new falls and interventions are reported at shift report. • Informs family of falls and related injury (as requested by competent client or for those lacking capacity).
Client Service Manager	<ul style="list-style-type: none"> • Reviews UOF and Investigation Form and adds to investigation and plan as needed. • Ensures UOF and investigation is forwarded to Information Management and Privacy (IMP) within prescribed timelines. • Liaises with interdisciplinary team to ensure strategies are in place to reduce risk of repeat falls. • Reviews Falls Report to identify interventions. • Monitor team response to falls and identify support and education needs to the educator. • In consultation with Falls Review Committee, identify ad hoc reporting needs and request from IMP. • Review unit falls indicators and report details to identify trends and recommend approaches/interventions.
Clinical Educators	<ul style="list-style-type: none"> • Collaborate with Falls Strategy Working Group to identify falls education content needs and where content may need updating. • Provide education as needed to respond to unit needs. • Track attendance at education events and report to Education Services for tracking in the database.
Falls Review Committees	<ul style="list-style-type: none"> • Identify schedule and follow terms of reference to review clients who have fallen recently. • Obtain reports from IMP to guide review process (i.e., clients with falls, falls with fractures). • Use multi-factorial process to ensure comprehensive review of contributing factors and possible interventions. • Ensure interventions are documented in the Care Plan and Total Team Record.

Carewest Falls Reduction and Injury Prevention Strategy

Role	Responsibilities
	<ul style="list-style-type: none">• Review site trends, including environmental factors contributing to falls.• Identify Ad Hoc reporting needs and request from IMP.• Evaluate intervention success.
Quality Improvement Risk Management Committee	<ul style="list-style-type: none">• Review Carewest trends and identify areas of opportunity for improvement.• As per Evidence Act, review adverse event or critical incidents related to falls and receive recommendations.• Monitor action plans to reduce reoccurrence.• Approve changes to corporate reporting for falls.• Receive reports from Falls Review Committees and identify opportunities to share learning or implement initiatives across programs or sites.• Contribute to evaluation of Falls Strategy, based on objective indicators, recommending where additional analysis is needed.
Executive Leadership	<ul style="list-style-type: none">• Approves overall strategy for falls reduction and falls injury prevention.• Monitor results and evaluates the strategy.• Receives recommendations from QIRM.• Assigns resources to support the strategy.