Purpose

This procedure describes the standardised, patient centred approach to hospital fall prevention and management across all CDHB hospitals.

Scope

All staff/ personnel and self-employed Lead Maternity Carers.

Definitions

Patient fall: Any unintentional change in position where the person ends up on the floor, ground, or other lower level; includes falls that occur while being assisted by others.

Prerequisites

Education and training: All staff involved in patient contact, including self-employed health professionals, must complete the appropriate education and training: fall prevention; and safe handling.

Clinical Governance: All teams have clinical governance processes which include education and training, patient safety, harm reduction and systems improvement.

1. Assessment and Care Planning

1.1 Assess all newly presenting and transferring patients, or those who experience a change in condition, for risk of falling as soon as possible (max 6 hours).
1.2 **Plan and identify** individualised falls prevention interventions **with** the patient and family/whānau, as per Care planning for fall risk factors staff resource. **Record** in the care plan.

1.3 **Apply** the relevant CDHB visual cues and **keep up to date**:
- Mobility bracelets
- Mobility equipment tags
- Bedside boards – safe mobility plan components
- Fall risk magnet/symbol for Ward Information boards/floView
- Post Fall magnet/symbol for Ward Information boards/floView.

1.4 **Pay particular attention** to those patients with a past history of falling, incontinence, communication or cognitive difficulties and be **proactive** anticipating these patients' needs.

1.5 **Work with** the patient to implement the prevention interventions throughout their care.

1.6 Regularly **discuss** with the patient and family/whanau their fall risk and **remind** them of the interventions in place.

1.7 **Provide** the appropriate educational and written material to the patient and their family/whanau.

1.8 **Review** and **record** falls risk factors and prevention interventions each shift in the care plan.

1.9 **Prior to mobilising,** **fit** appropriate footwear to assist with safe mobilising, as per ‘**Hospital guidelines for the use of appropriate footwear to promote safe mobility and functional recovery**’.

1.9.1 Patients without appropriate footwear must have a request made to family/whanau/carer as soon as possible for this to be brought in.

1.10 Include any falls history and key risks in each shift hand over.

2. **Transfer between DHB facilities**

2.1 **Add** the patient’s ‘falls risk factors/behaviours’ and associated falls prevention care in any transfer records including e-Handovers.

2.2 **Check** the relevant CDHB visual cues are being used.

2.3 **On arrival complete** the Bedside board and Safe Mobility Plan.
3. **After a Fall, as per Post Fall Clinical Pathway**
   
   3.1 Assess for injuries and safety before moving patient
   
   3.2 Complete a full set of observations to inform the EWS, include neurological observations if there is any suggestion of hitting their head
   
   3.3 Talk to the patient to get their perspective.
   
   3.4 Support patient and manage injuries
   
   3.5 Notify doctor/CTC or Duty Manager within 15 minutes of a fall to determine appropriate timeframe (dependent on injury severity) for medical review.
   
   3.6 Notify family/whanau
   
   3.7 Review incident – why did this person fall now? Mitigate the reasons (e.g. clothing, slippery floor).
   
   3.8 Review previous falls history and the person’s current fall risks and behaviours, identify ways to mitigate their risk and ensure the appropriate care is put in place.
   
   3.9 **Instigate** the multi-disciplinary post fall review by placing the post fall alert on the Ward Information Board/floView.
   
   3.10 **Complete all of** the Post Fall Clinical Pathway and file in the continuous clinical record.
   
   3.11 Use the information collected to complete an incident report in Safety1st.
   
   3.12 Complete ACC documentation ACC Forms (ACC 45 & ACC 2152) if there is a significant injury.
   
   3.13 All Post Fall Pathways are to be reviewed by the Clinical Nurse Manager for adequacy and remedial education provided to ensure the review is comprehensively completed.
   
4. **Discharge**
   
   4.1 Include a record of any falls while in hospital in the patient’s discharge notice.
   
   4.2 Communicate any ongoing fall risk factors identified as continuing post discharge to the patient’s GP and community providers.
   
   4.3 **Make appropriate referrals** for community-based falls prevention in accordance with current Discharge and Follow-up guidelines in the Fall Assessment section in Hospital HealthPathways as necessary.
5. Monitoring

5.1 All patient falls risk status and safe mobility plan is to be reviewed for currency as part of bed side handover.

5.2 Falls strategies used in an area are to be reviewed for effectiveness every 10 months, with a report being provided to the Divisional Committee.

5.3 All clinical area managers monitor and ensure new staff and students complete pre-requisite education: fall prevention; and safe handling.

5.4 All clinical area managers are to monitor adherence to fall prevention care monthly (maximum). Any area with less than 85% achievement in meeting the standards of care must monitor adherence weekly, plan and action improvements so that acceptable results are achieved as soon as possible.

5.5 All teams clinical governance activities include regular review of falls data, prevention care and shared learnings at area and service level meetings.

5.6 Divisional Fall Prevention Committees or appropriate divisional delegated group are responsible for:

- monitoring local fall prevention audit data and adequacy of improvement plans
- providing direction for local population specific improvement initiatives
- implementing and monitoring hospital-wide initiatives
- providing regular updates to the Steering Group using the standard template.

5.7 The Hospital Fall Prevention Steering Group is responsible for providing the direction and oversight for the Hospital Fall Prevention Programme which includes hospital-wide improvement initiatives.
Canterbury DHB Hospital Inpatient Falls Prevention & Management Flowchart

**Routine Processes**

- Patient Admitted
- Change in health status

**Following a Fall**

- Nurse to assess the patient and manage immediate situation to keep patient safe.
  - Commence Section 1 of Post Fall Clinical Pathway.
  - For un witnessed falls consider adding neuro observations to the assessment

- Nurse to commence Section 2 of Post Fall Clinical Pathway
  - Notify Doctor/CTC/Duty Manager and record plan
  - NOTE: A Medical Review must take place after every inpatient fall. The timeframe for review is dependent on injury and recorded on pathway.

- Nurse to observe person as per the CDHB Post Fall Clinical Pathway 'Investigations & Observations' documented in Section 2

- Multidisciplinary team to commence wider review of fall and confirm causes and appropriate prevention interventions in place
  - (Refer Section 4 Post Fall Clinical Pathway)

- Checklist for Post Fall Procedure
  - Notify the family/whānau/welfare guardian of the incident within 8 hours, however if no or minor injury this may be more appropriate within working hours.
  - Documentation required for falls:
    - Post Fall Clinical Pathway – to be filed in the continuous clinical record
    - Incident Management - Safety 1st
    - Complete ACC forms as appropriate (ACC45 B/or Treatment Injury Form ACC 232)
    - Referral to Interdisciplinary team for fall prevention review
    - Update the Care Plan with revised interventions for falls prevention or state no change
    - Verbal handover to CNM/NIC on next shift regarding actions completed
    - Notify Quality team where SAC 1 or 2 Event

- MDT to identify and arrange any post-discharge falls prevention interventions

- Falls risk to be noted on relevant transfer/discharge documentation and clearly communicated to receiving area.

- Communicate ways of keeping patient safe and reducing falls risk to consumer/patient, nursing staff, MDT and family whānau where appropriate

- Consumers/Patients defined as being at risk of falling must have their falls risk regularly reviewed by the IDT/MDT.

- Appropriate falls prevention interventions to be identified/reviewed and incorporated into the care plan/treatment plan.

- Update risk information on the ward information/journey board and on the patient’s Bedside Board as appropriate

- On Discharge
  - Communicate any ongoing fall risk factors to GP and community providers.
  - Include details of falls in discharge notice

**Definition of a fall:**

Any unintentional change in position where the person ends up on the floor, ground, or other lower level; includes falls that occur while being assisted by others.*

* The definition for a fall is taken from the operational definition used in the InterRAI Assessment Tools. This definition is also referenced by the Health Quality & Safety Commission in Topic 5: After a fall: What should happen?

Version 7~ 18/10/18
Measurement/Evaluation

**Outcome Measures:** The key outcome measures for hospital falls (Total Falls, Falls resulting in injury and SAC 1 & 2 Falls) are monitored by the Hospital Fall Prevention Programme Steering Group and by divisional fall prevention committees or equivalent and management teams on an ongoing basis.

All SAC 1 & 2 fall events are included in the monthly SAC 1 & 2 report to the Quality and Finance Audit Review Committee.

**Balancing Measure:** Australasian Rehabilitation Outcomes Centre (AROC) Functional Independence Measure (FIM): average FIM on discharge in Older Persons Health wards (excluded AG & BG).

**Process Measures:** The monthly CDHB hospital-wide Falls Compliance audit tool is used to measure adherence to the Hospital Fall Prevention procedure.

The frequency and ongoing monitoring for the following audits is the responsibility of the Divisional Fall Prevention Committees or equivalent.

- Bedside Board in-depth audit tool – used to monitor the Fall Prevention Visual Cues.
- Post Fall Care Audit tool - used to monitor the quality of the content in the Post Fall Care Clinical Pathway. Compliance data on the use of the Post Fall Clinical Pathway is available from the electronic incident management system - Safety 1st.
- Staff education of falls prevention.

**HQSC Quality & Safety Markers:** The HQSC set of quality and safety markers include a set of fall process and outcome measures that are reported on a quarterly basis. The data for the process markers comes from the monthly Falls Compliance audit.

Supporting documents

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References

Health Quality & Safety Commission Reducing Harm from Falls website

New Zealand Health & Disability Services Standards