

The Three C's of Immediate Resident Fall Safety and Investigation

"CHECK, CALL, CARE"

1. Immediately go to the resident. Stay with him or her.
2. If you are not a nurse, call for a nurse.
3. Encourage the resident not to move. Ask, "Are you OK?"
4. Ask the resident, "What were you doing just before you fell?" or "What were you trying to do just before you fell?"
5. Begin asking the "10 Questions" below.
6. Stay for the fall huddle, assist in getting a fall huddle started, utilize a diverse team

10 Questions to Ask at the Time a Resident Falls

Stay with the Resident. Call a Nurse.

1. Ask the resident, "Are you OK?"
2. Ask the resident, "What were you trying to do?"
3. Ask resident or determine, "What was different this time?"
4. What was the position of the resident?
 - Did he/she fall near a bed, toilet or chair? How far away was he/she?
 - Was he/she on his/her back, front, left side or right side?
 - Position of their arms and legs?
5. What was the environment like?
 - Noisy? Busy? Cluttered?
 - If the resident is in bathroom, what are the contents of toilet?
 - Poor lighting? Visibility?
 - Position of furniture and equipment? Is the resident's bed height correct?
6. What was the floor like?
 - Wet floor? Urine on floor? Uneven floor? Shiny floor?
 - Carpet or tile? Did the resident fall at a floor surface transition area?
7. What is the resident's apparel?
 - Shoes, socks (non-skid?) slippers, bare feet?
 - Poorly fitting clothes? Too tight, hanging, slipping?
8. Was the resident using an assistive device?
 - Walker, cane, wheelchair, merry walker, other?
 - If assistive device in use, was it operating correctly/in good maintenance?
9. Is the resident wearing glasses and/or using hearing aids?
 - If yes, were they clean and/or in good working condition?
10. Who was in the area when the resident fell (all people or animals)?

