



Visitor Fall Prevention Checklist

Visitor falls, like patient falls, pose a potential safety issue, which may require further evaluation and assessment to determine the cause. The following checklist can be used to evaluate your current visitor fall process and make necessary improvements.

Develop a Visitor Fall Prevention Program	Yes	No
Has your organization established a commitment to providing an environment free from fall risk?		
Are visitors' fall risk prevention and management included in the organization's fall reduction program or policy?		
Has your organization identified key personnel responsible, e.g., a safety officer or risk manager, to handle these situations?		
Have all clinical (e.g., nurses, medical assistants, providers) and non-clinical personnel (e.g., receptionists, housekeeping staff) and volunteers been trained to identify visitor fall risk and report identified risks for immediate correction?		
Has your organization developed a consistent process or policy for responding to a visitor fall?		
Have non-clinical personnel (e.g., receptionists, housekeeping staff) been instructed to call for clinical assistance and not attempt to lift a fallen individual?		
Has your organization identified and trained the individuals responsible for the initial response to a visitor fall, e.g., supervisor?		
Has your organization identified and trained appropriate personnel responsible for completing a comprehensive post-accident investigation immediately after the report of a fall, e.g., supervisor?		
Does your organization's post-accident investigation process include interviewing:		
The visitor involved?		
Any eyewitnesses?		
Outside experts, if applicable, i.e., suppliers, equipment designers?		
Are interviews:		
Conducted as soon as possible?		
Conducted one-on-one in a quiet place?		
Documented?		
Are interviewers instructed not to assume responsibility?		

Develop a Post-visitor Fall Management Process	Yes	No
Are all visitor falls managed in a consistent manner?		
Are all visitors who fall encouraged to be seen in the Emergency Department?		
Are visitors who refuse to be seen in the Emergency Department asked to sign a refusal to be seen statement?		
Are visitors who fall provided with information on planned follow-up to the incident (risk management contact, etc.)?		
Establish a Standardized Process for Post-visitor Fall Management	Yes	No
Does your organization provide a courtesy Emergency Department or office visit for the visitor who falls?		
Has your organization established a post-visitor fall management process, which includes a contact person for the visitor who falls?		
Are all falls resulting in an injury of any sort reported to your malpractice claims representative?		
Does your organization document the environment or obtain any videos, pictures, or evidence of the area after a visitor fall?		
Notes:		

Medical Mutual's "Checklists" are offered as reference information only and are not intended to establish practice standards or serve as legal advice. MMIC recommends you obtain a legal opinion from a qualified attorney for any specific application to your practice.

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