



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 falls process and make necessary improvements.

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

	Yes	No
Develop a Post-visitor Fall Management Process		
Are all visitor falls managed in a consistent manner?	<input type="checkbox"/>	<input type="checkbox"/>
Are all visitor fall victims encouraged to be seen in the Emergency Department?	<input type="checkbox"/>	<input type="checkbox"/>
Are victims who refuse to be seen asked to sign a refusal to be seen statement?	<input type="checkbox"/>	<input type="checkbox"/>
Are victims provided with information on planned follow-up to the incident (risk management contact, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	Yes	No
Establish a Standardized Process for Post-visitor Fall Management		
Does your organization provide a courtesy ED or office visit?	<input type="checkbox"/>	<input type="checkbox"/>
Has your organization established a post-visitor fall management process, which includes a contact person?	<input type="checkbox"/>	<input type="checkbox"/>
Are all falls resulting in an injury of any sort reported to your malpractice claims representative?	<input type="checkbox"/>	<input type="checkbox"/>
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.