

## **ARE YOUR RESIDENTS SAFE?**

### **Factors to consider...**

- Professional Staff Competency
- Infection Control Practices
- Medication Management
- Communication and Documentation Methods
- Resident Abuse
- Resident Elopement Prevention
- Accidents and Falls
- Emergency Care
- Personal Care Equipment
- Restraint Usage
- Environmental Conditions
- Food & Beverage Management

...just to name a few.

Please refer to the following pages for a series of questions related to resident safety.

# RESIDENT SAFETY FACILITY CHECKLIST

Consider these questions when reviewing and revising facility policy/procedures and protocols.

## Professional Staff Competency

- Do we conduct competency testing for high-risk policies and procedures?
- How is testing done? By whom?
- Is the employee counseled and/or re-educated as needed?
- When is re-testing required?
- Are competency results documented and filed?

## Infection Control

- Are infection control policies and procedures current with today's acceptable clinical and environmental practices and expectations?
- Are day-to-day infection control practices monitored? By whom? How often?
- How are breaches in practices addressed and corrected?
- How are infection rates gathered, analyzed and reported?
- Have there been any unusual infection related incidents? Are these resolved?
- Are infection rates within acceptable ranges?
- What outside resources are available to staff for managing infections?

## Medication Management

- Can professional staff define the criteria for a medication error?
- What is the medication error reporting policy?
- Is the medication administration process conducive to an error free environment with regard to medication load per administration time and frequent interruptions?
- How are medication errors aggregated, analyzed and reported to management? What trends have been identified?
- What are the corrective action measures defined by policy and when are they employed?
- How is staff re-educated regarding medication preparation, administration techniques and drug monitoring?
- How do we utilize the pharmacy and consultant pharmacist to assist us with the prevention of medication errors?

## RESIDENT SAFETY FACILITY CHECKLIST (cont)

### Communication and Documentation Methods

- What is the information "hand-off" procedure when residents are switching units or levels of care?
- Does our transfer form allow for clear, concise and detailed resident information that easily deciphered by the hospital?
- Are admission and readmission orders verified with the attending physician prior to implementation?
- Are transcribed orders "Read Back" to the prescriber to clarify the content?
- Are the medical records forms legible including those that are repeatedly photocopied?
- Does the staff including physicians utilize acceptable medical abbreviations? Do you have a list of facility-specific acceptable abbreviations?
- What methods of communication are used between shifts to report residents' status, laboratory results and changes of condition and physician orders?
- Is our discharge information to the resident and family communicated in a user-friendly manner with complete medication, treatment and follow-up instructions and precautions?

### Resident Abuse

- Are we reviewing the Abuse Prevention Policy and Procedure with staff at least twice a year?
- Does staff clearly understand their role in reporting any abuse allegation?
- How are abuse allegations reported, reviewed, and investigated? Are any revisions in policy or procedure needed?
- Are there trends with regard to the type of allegations? Is staff aware?
- Has Human Resources (or designee) followed procedure regarding criminal background checks, registries, etc during the hiring process? How is this monitored?
- Do we have a visitor policy related to residents and employees? How do we monitor who is in the building?

### Resident Elopement Prevention

- Are Risk Assessments completed upon admission and at least quarterly thereafter?
- Is elopement risk re-evaluated with a resident's change in condition?
- How often are staff educated on the policies and procedures related to resident elopement?
- Does staff clearly understand their role in reporting elopement?
- What elopement prevention devices are utilized? Are these effective?
- How often and by whom are elopement prevention devices checked for functionality? Is this documented?

## RESIDENT SAFETY FACILITY CHECKLIST (cont)

### Accidents and Falls

- Are Fall Risk assessments completed on the Day of Admission?
- Are Fall Risk Plans of Care instituted on the Day of Admission if indicated?
- How is staff informed of a resident with fall risk? How are preventive measures communicated?
- Do we investigate the root cause of all falls and accidents?
- How do we manage residents who repeatedly fall to protect both the resident and the facility?
- Does the staff have access to preventive equipment 24/7? Do they know what items are available to them?
- Who is responsible for fall and accident investigations?
- What resident-specific information do we use to determine the preventive approaches to implement?
- How are falls/accidents recorded, aggregated, analyzed and trends reported to management?
- Have there been any unusual fall/accident related incidents? Are these resolved? What corrective measures were necessary? Were policies or procedures changed as a result? Is staff aware? Was there harm associated with any of the incidents?
- How often do we review accident prevention with the staff? Who is responsible for the education?

### Emergency Care

- Does staff know Basic First Aide? Are nurses CPR certified?
- Are there emergency care policies and procedures in place?
- Is professional staff competent in recognizing an urgent medical condition requiring immediate attention? Is re-education necessary?
- Do we have back-up emergency transport services should the primary transporter be unavailable?
- How is staff kept current with resident DNR status?
- Is staff aware of notification and transfer policies especially if the family and/or primary physician cannot be reached?
- Have there been any unusual emergency related incidents? Are these resolved?

### Personal Care Equipment

- Do we have adequate amounts of personal care equipment to meet resident needs?
- Is our equipment in good repair?
- Who monitors the condition of personal care equipment including that owned by residents?

## RESIDENT SAFETY FACILITY CHECKLIST (cont)

### Restraint Usage

- Are residents correctly assessed and routinely re-evaluated for restraint usage?
- Are restraint orders written correctly and completely?
- Is all restraint equipment in good repair?
- Are siderails correctly fitted to the bed? Is the mattress/siderail gap acceptable?
- Are restraint usage rates within acceptable limits?
- Have there been any unusual restraint related incidents? Are these resolved?

### Environmental Conditions

- Are we Life Safety Code compliant? Do we have any recent citations or corrections in progress?
- Are we current with Emergency Management drills and exercises as required by law?
- Is the laundry, housekeeping and maintenance staff competent in carrying out facility policies and procedures related to those areas? How is this determined? Is it documented in the employee's file?
- Do we maintain a satisfactory level of cleanliness? How is this monitored?
- Have we partnered with our laundry and housekeeping vendors to stay current with trends and products affecting environmental services?
- Have there been any unusual environmental related incidents? Are these resolved? Is staff aware of corrective action?

### Food & Beverage Management

- Is the dietary staff competent in managing food and beverage storage and preparation? How is this monitored? Is it documented in the employee's file?
- Are food temperatures, refrigeration temperatures and dishwasher temperatures routinely monitored and recorded?
- Does staff comply with hand washing, glove usage and hairnet requirements? How is this monitored?
- What measures are in place to prevent cross contamination of food products?
- How are food temperatures monitored after preparation?
- Is the kitchen equipment and surroundings in good repair and clean?
- Have there been any unusual food related incidents? Are these resolved? Is staff aware of corrective action?