

**SUCCESS STORY****Risk management case study**

## Senior living organization improves quality of care with fall prevention program

### The goal

A senior living organization with multiple locations, committed to delivering personalized, professional, and expert level care. The organization had a fall program in place but needed additional assistance with staff education on fall prevention, implementing risk management reviews, and ensuring each fall had a root cause analysis (RCA) with appropriate interventions to prevent further falls.

### The action plan

Together with MMA's senior healthcare safety consultant, the senior living organization implemented a fall prevention program which consists of a multiple layer interdisciplinary team approach. Upon admission each resident completes:

- Morse Fall Scale Assessment
- Interview with the resident/family of any history of falls
- A therapy evaluation of the resident needs

After the initial assessments were completed, the facility took a proactive approach rather than a reactive approach to the fall program for each resident.

At each facility residents were identified with a leaf outside their rooms if they were a high fall risk per the Morse Fall Scale Assessment. They also placed each resident transfer status outside the resident's room using a coding system. This ensured appropriate transfers were being completed and assisted with the reduction of potential falls from inappropriate transfers.

In addition, a weekly risk management meeting was held to review any falls, care plan updates and family notifications. Weekly rounds ensured fall interventions were in place and one-on-one education was given to the staff. The senior healthcare safety consultant assisted with each step of the program.

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### Client profile



Senior living company

**\$326K+**  
in savings

**22%**  
reduction in falls

**IMPROVED**  
quality of care

Learn how MMA's Risk Management team can help you obtain measurable results.

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**SUCCESS STORY**

**The result**

The senior living organization had a 22% decrease in fall frequency and saved \$326,810 in claim costs related to falls. The resident's quality of care is improved with a reduction in falls with injury and the reduced hospitalizations positively affects the facility's return to hospital (RTH) rating.



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