

CAPTURE Falls Virtual Educational Series

Session 6: Post-Fall Huddles

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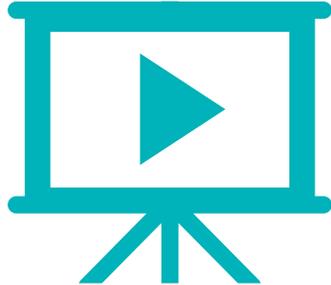
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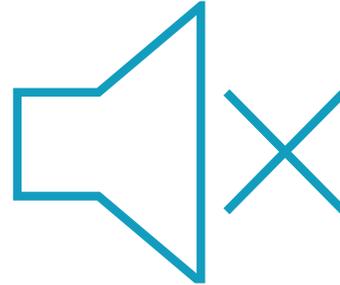
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Introductions and Contact Information

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- 10+ years of experience in industrial organizational psychology
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What is the CAPTURE Falls Virtual Educational Series?

- 6-month education series on fall risk reduction in Critical Access and rural hospitals led by the University of Nebraska Medical Center's CAPTURE Falls program
- Invited by Wanda Hilton, the Rural Hospital Flex/SHIP Program Coordinator for the Iowa Department of Health and Human Services to provide this series.
- All sessions will be held on the 3rd Wednesday of the month, 1-2pm CT via Zoom.
- All session recordings are posted under the Quality Improvement tab on the following website: [Rural Hospital Programs | Health & Human Services \(iowa.gov\)](https://www.iodhs.gov/rural-hospital-programs/health-human-services)

Date	Fall Risk Reduction Topic
February 21, 2024	Interprofessional Approaches to Reducing Fall Risk; Defining a Fall
March 20, 2024	Fall Risk Assessment
April 17, 2024	Fall Risk Reduction Interventions
May 15, 2024	Auditing Fall Risk Reduction Practices
June 19, 2024	Post-Fall Clinical Assessment; Fall Event Reporting
July 17, 2024	Post-Fall Huddles



CAPTURE Falls Roadmap



Establish Readiness for Change

Explore the resolve of members of an organization to implement change to improve fall risk reduction practices, and their collective belief in their capacity



Interprofessional Fall Risk Reduction Team

Create an inter-professional fall risk reduction team responsible for managing and implementing the facility's fall risk reduction program.



Gap Analysis

Conduct an assessment of the current state of fall risk reduction practices in your facility compared to evidence-based best practices.



Action Plan

Document and monitor the steps your team needs to take to reach your program goals.



Fall Risk Reduction Policies and Procedures

Set expectations and influence decisions, actions, and activities necessary for your fall risk reduction program.



Fall Definition

Specify what "counts" as a fall, and differentiate various types of falls (e.g. assisted vs. unassisted) as well as injuries.



Fall Risk Assessment

Identify patients who are at risk for falls and recognize their respective risk factors.



Fall Risk Reduction Interventions

Implement interventions to reduce the influence of patient risk factors for falls and fall-related injury.



Auditing Fall Risk Reduction Practices

Identify if fall risk reduction practices are being implemented as intended in your facility.



Post-Fall Clinical Assessment

Establish a protocol to guide staff in the assessment of patients for potential injury after a fall occurs.



Post-Fall Huddle

Create a safe environment to understand the 'story' behind a fall in order to learn and take action to prevent a future fall.



Fall Event and Rate Reporting

Report and monitor falls and fall rates to track progress within your organization and allow for external benchmarking.



Learning from Data

Use data to understand how well your fall risk reduction program is working to reduce fall risk in your facility.



Sustainment Strategies

Maintain an effective fall risk reduction program over time.



Session 6 Objectives

1

Explain the purpose of a post-fall huddle

2

Discuss tools and strategies for facilitating and participating in post-fall huddles

3

Determine approaches for education of staff on post-fall huddles

4

Describe actions to support the implementation of post-fall huddles into practice



REVIEW: Post-Fall Clinical Assessment

CAPTURE Falls Roadmap Post-Fall Clinical Assessment



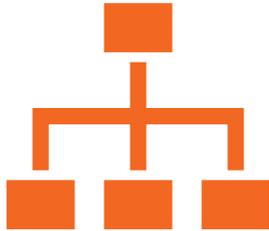
Assess patients for potential injury after a fall occurs so that appropriate medical care can be provided

- Assessment for injury should occur immediately
 - Ideally before the post-fall huddle
- Depending on the patient's injury risk factors, assessment may need to continue for several hours



REVIEW: Post-Fall Clinical Assessment

CAPTURE Falls Roadmap Post-Fall Clinical Assessment



- Various checklists and decision trees exist
- Common components
 - Check vital signs
 - Assess for bleeding and clean/dress any wounds
 - Assess for bruising or swelling
 - Assess for signs/symptoms of fracture or spinal injury (pain to palpation, bone or joint deformities)
 - Assess for signs/symptoms of head injury if known to hit head or if fall was unwitnessed (neurological assessment)
 - Notify physician/PA/APRN and family
 - Provide analgesia as needed
 - Consider imaging



Objective 1:

Explain the purpose of a post-fall huddle



Post-Fall Huddle

CAPTURE Falls Roadmap Post-Fall Huddle



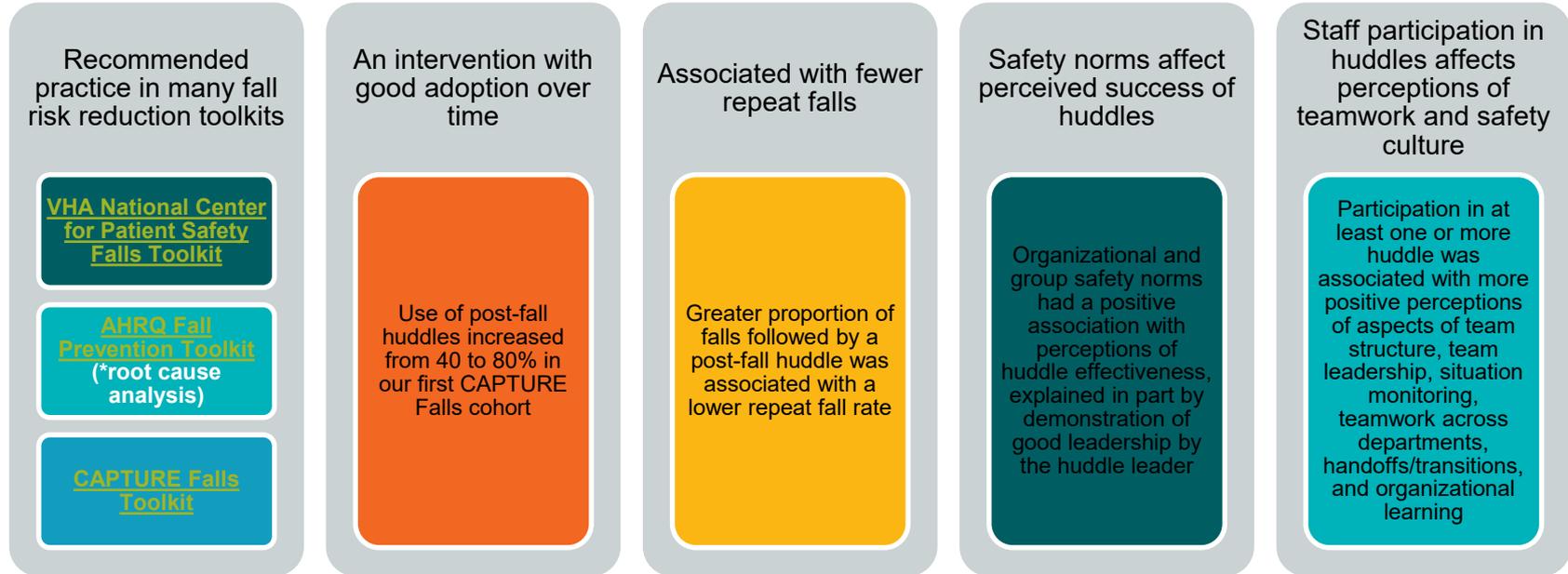
Team who convenes after a patient fall to gather and discuss information about the patient fall and factors that contributed to the fall, and to identify changes necessary to reduce the risk of another fall for that patient



Evidence to Support the Use of Post-Fall Huddles



CAPTURE Falls Roadmap Post-Fall Huddle



Reiter-Palmon R, Kennel V, Allen JA, Jones KJ, Skinner AM. Naturalistic Decision Making in After-Action Review Meetings: The Implementation of and Learning from Post-Fall Huddles. *J Occup Organ Psychol*. 2015;88(2):322-340. doi:10.1111/joop.12084

Allen JA, Reiter-Palmon R, Kennel V, Jones KJ. Group and Organizational Safety Norms Set the Stage for Good Post-Fall Huddles. *J Leadersh Organ Stud*. 2019;26(4):465-475. doi:10.1177/1548051818781820

Jones KJ, Crowe J, Allen JA, et al. The impact of post-fall huddles on repeat fall rates and perceptions of safety culture: a quasi-experimental evaluation of a patient safety demonstration project. *BMC Health Serv Res*. 2019;19(1):650. Published 2019 Sep 9. doi:10.1186/s12913-019-4453-y



Objective 2:

**Discuss tools and strategies for
facilitating and participating in post-
fall huddles**



Post-Fall Huddle: Who to Include



CAPTURE Falls Roadmap Post-Fall Huddle



Ideal

All relevant parties

- Staff providing direct care for the patient at the bedside
- Other members of interprofessional team involved in the patient's care at the time of the fall
- Patient
- Family/caregiver(s)

Reality

Whomever is available

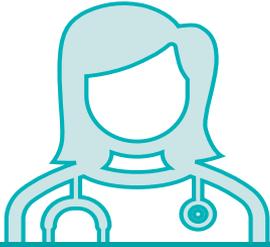
- Time of day and workload level often limits who participates in the huddle
- Patient ability to participate
- Family/caregiver(s) availability to participate
- Consider creative ways to engage members of the interprofessional team (e.g., use technology; team members 'on-call' for a huddle)



Post-Fall Huddle: Who to Lead



CAPTURE Falls Roadmap Post-Fall Huddle



Huddle facilitator

- Accountable for calling and leading the huddle
- Ensures all aspects of the fall event are reviewed
- Elicits and clarifies multiple versions of the story
- Encourages positive behaviors and limits negative behaviors from huddle team members

Ideal

Trained facilitator

- Experienced in guiding conversations about fall events
- Skilled in encouraging participation and dialogue among all team members in the huddle
- Ability to keep team focused on learning for improvement

Reality

Whomever is available even if not a trained facilitator

- Nurse assigned to the patient
- Lead/charge nurse
- Fall risk reduction team member



Post-Fall Huddle: What to Discuss



CAPTURE Falls Roadmap Post-Fall Huddle Pocket Guide

CAPTURE FALLS: POST-FALL HUDDLE GUIDE

1. Establish facts...a) was this patient at risk, b) a previous fall, c) ABCs?
2. What was the patient doing when he/she fell? Why?
3. What were staff caring for this patient doing when the patient fell? Why?
4. What was different this time as compared to other times the patient was engaged in the same activity for the same reason? Why?
5. How could we have prevented this fall?
6. What changes will we make in this patient's plan of care to decrease the risk of future falls?
7. What patient or system problems need to be communicated to other departments, units, or disciplines?

Ideal

Structured questions for each huddle

- Generate a clear understanding of the fall based on multiple perspectives
- Ask clarifying questions and 'why?' to identify actual issues and contributing factors

Reality

Minor modifications as needed

- Stick as close to the guide as possible
- Avoid getting 'stuck' in checklist mode
- Accommodate unexpected variations in the situation
- Allow space for ambiguity and follow-up needed

Post-Fall Huddle: What to Discuss



CAPTURE Falls Roadmap Post-Fall Huddle Guide and Documentation Form

Medical Record Number _____ Date of Fall _____ Time of Fall _____

Post-Fall Huddle Facilitation Guide

Purpose: To lead front line staff and the patient/family in a conversation to determine why a patient fell and what can be done to prevent future falls.

Directions: Complete as soon as possible after ALL (assisted and unassisted) patient falls once patient care is provided but prior to leaving the shift.

Participants: Designated post-fall huddle facilitator for the shift, healthcare professionals who directly care for the patient, member of your fall risk reduction team as available (i.e. PT, OT, pharmacy, quality improvement), the patient and family members as appropriate.

Remember: Patients fall because their center of mass is outside their base of support.

During the huddle look for specific answers and continue asking "why?" until the root cause is identified.

1. Establish facts:
- 1.a. Did we know this patient was at risk? ___ YES ___ NO
 - 1.b. Has this patient fallen previously during this stay? ___ YES ___ NO
 - 1.c. Is this patient at high risk of injury from a fall? (ABCS)
 ___ Age 85+ ___ Brittle Bones ___ Coagulation ___ Surgical Post-Op Patient

2. Establish what patient and staff were doing and why.

HAND WRITTEN NOTES

ASK: What was the patient doing when he/she fell? (Be specific...e.g. transferring sit—stand from the bedside chair without her walker). Ask why multiple times.

ASK: What were staff caring for this patient doing when the patient fell? Ask why multiple times.

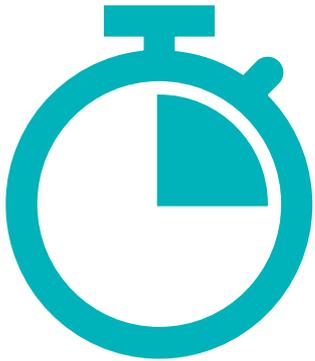
3. Determine underlying root causes of the fall.	HAND WRITTEN NOTES
ASK: What was different this time as compared to other times the patient was engaged in the same activity for the same reason? Ask why multiple times.	
4. Make changes to decrease the risk that this patient will fall or be injured again.	HAND WRITTEN NOTES
ASK: How could we have prevented this fall? <input type="checkbox"/> Need to consult with physical/occupational therapy about mobility/positioning/seating <input type="checkbox"/> Need to consult with pharmacy about medications	
ASK: What changes will we make in this patient's plan of care to decrease the risk of future falls?	
Ask: What patient or system problems need to be communicated to other departments, units or disciplines?	



Post-Fall Huddle: When to Conduct



CAPTURE Falls Roadmap Post-Fall Huddle



Ideal

As soon as possible

- Immediately after the fall
 - Within 15 minutes
- Preserve adequate recall of important details relevant to the fall
- Changes identified to reduce fall risk should be implemented as soon as possible

Reality

It depends

- The nature of the fall
- Time necessary to complete post-fall clinical assessment
- Emotional state of huddle team members
- Availability of members of the interprofessional team

Post-Fall Huddle: Where to Meet



CAPTURE Falls Roadmap Post-Fall Huddle



Ideal

Location where the fall occurred

- Similar environment may trigger better recall of the circumstances of the fall
- Allows for adequate assessment of environmental factors that may have contributed to the fall

Reality

A feasible physical/virtual space

- A space similar to where the fall occurred or space for the team to openly discuss the event
- Consider patient ability to engage/be involved
- Consider use of technology to engage other team members and/or family

Post-Fall Huddle: After the Huddle



CAPTURE Falls Roadmap Post-Fall Huddle



Complete and submit post-fall huddle documentation



Modify fall risk reduction plan of care for patient



Implement changes in patient's plan of care to reduce fall risk



Follow-up to ensure fall risk reduction interventions are implemented as intended



Post-Fall Huddle: Documentation



CAPTURE Falls Roadmap Post-Fall Huddle Guide and Documentation Form

Post-Fall Huddle Documentation

Directions: Items 1 - 3 should be completed by the huddle facilitator. Item 4 should be completed by the organizational fall risk reduction team.

1. **Date of Huddle** _____ **Time of Huddle** _____ **Huddle Facilitator Initials** _____

2. Who was included in the huddle? CHECK ALL THAT APPLY

- Patient Primary Nurse COTA Physical Therapist
 Family/Caregiver CNA Pharmacist Physical Therapy Assistant
 Charge Nurse Occupational Therapist Pharmacy Tech Quality Improvement Coordinator
 Other: _____

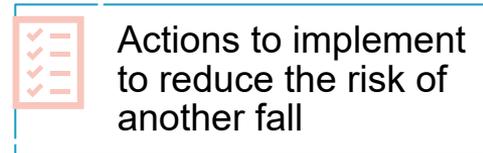
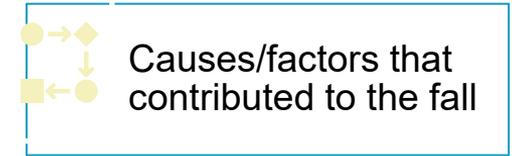
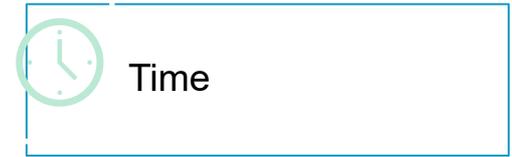
3. Cause of fall – Patient Level: Identify the fall type and preventability by checking the appropriate box below and describe actions taken to prevent a recurrence for this patient.

FALL CAUSE	FALL TYPE	ACTIONS TAKEN TO PREVENT REOCCURRENCE FOR THIS PATIENT
	PREVENTABILITY	
<input type="checkbox"/> Environmental (Extrinsic) Risk Factors Examples: Liquid on floor; Trip over tubing, equipment, or furniture; Equipment malfunction	Accidental → Possibly could have been prevented	
<input type="checkbox"/> Known Patient-Related (Intrinsic) Risk Factors Examples: Confusion /Agitation, Lower extremity weakness, Impaired gait, Poor balance/postural control, Postural hypotension, Centrally acting medication	Anticipated Physiological → Possibly could have been prevented	
<input type="checkbox"/> Unknown, Unpredictable Sudden Condition Examples: Heart Attack, Seizure, Drop attack	Unanticipated Physiological Unpreventable	
<input type="checkbox"/> Unsure – Please describe fall cause and your assessment of preventability: _____ _____ _____		
Could this fall have been considered intentional ? If yes, explain why: _____ _____ _____		

4. Cause of Fall – System Level: Discuss the fall with your fall risk reduction team.

Describe/discuss what your team learned about your fall risk reduction system as a result of this fall:	
How will your team communicate the knowledge gained from this fall to the rest of your organization?	

Key Data to Document



Fall Cause and Type



Accidental

- Falls that occur due to environmental hazard (e.g. slip, trip)

Anticipated Physiological

- Falls that occur in patients with known intrinsic risk factors (weakness, cognitive impairment, medication side effect, etc.)
- Most in-hospital falls are in this category

Unanticipated Physiological

- Falls that occur due to an unpredictable medical event, such as seizure, stroke, or syncope



Objective 3:

Determine approaches for education of staff on post-fall huddles



Post-Fall Huddle: Staff Education



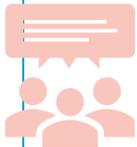
CAPTURE Falls Roadmap Post-Fall Huddle



Describe the purpose of a post-fall huddle



Identify common factors that contribute to fall events and respective appropriate interventions



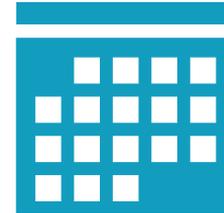
Demonstrate effective huddle team member behaviors during a practice post-fall huddle



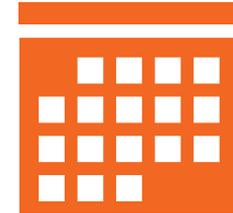
New employee orientation



Annual education



Fall Prevention Awareness Week (September)



Patient Safety Awareness Week (March)



Post-Fall Huddle: Facilitator Education



CAPTURE Falls Roadmap Post-Fall Huddle



Explain the intent of the questions that guide conversation in a post-fall huddle



Create a climate in the huddle to encourage open and honest sharing and supportive discussion



New employee orientation



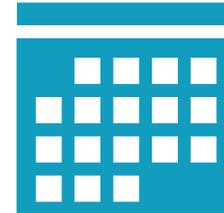
Annual education



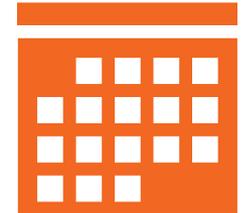
Structure the conversation to focus on 'what' and 'why', and not 'who', to identify areas for improvement



Facilitate dialogue to ensure all perspectives and aspects of the fall event are reviewed and integrated



Fall Prevention Awareness Week (September)



Patient Safety Awareness Week (March)



Manage any negative team behaviors among attendees (e.g., blaming, overly critical comments, etc.)



Summarize actions to implement to reduce the risk of another fall for this patient



Post-Fall Huddle: Pocket Guide



CAPTURE Falls Roadmap Post-Fall Huddle Pocket Guide

CAPTURE FALLS: POST-FALL HUDDLE GUIDE

1. Establish facts... a) was this patient at risk, b) a previous fall, c) ABCs?
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3. What were staff caring for this patient doing when the patient fell? Why?
4. What was different this time as compared to other times the patient was engaged in the same activity for the same reason? Why?
5. How could we have prevented this fall?
6. What changes will we make in this patient's plan of care to decrease the risk of future falls?
7. What patient or system problems need to be communicated to other departments, units, or disciplines?
8. Complete documentation

POST-FALL HUDDLE FACILITATOR TIPS

1. Create a safe, learning-focused environment (e.g., this is an opportunity for the *front line to learn* about why a patient fell – actively listen and be slow to judge)
2. Ask probing questions (e.g., ask “*why?*” until root causes are identified)
3. Encourage open and honest sharing of information from all huddle participants (e.g., encourage turn taking and recognize each person's contribution)
4. Give praise and acknowledge good work (e.g., say “thank you” and “nice job” when appropriate)
5. Identify mistakes made and focus on how staff can improve in the future (e.g., acknowledge the mistake but specifically mention an action staff can take to address this issue in the future)



Post-Fall Huddle: Staff and Facilitator Education



CAPTURE Falls Roadmap Post-Fall Huddle



CAPTURE Falls
Post-Fall Huddle
“Good” Example

*We also have a “Bad” Example Post-Fall Huddle



Objective 4:

Describe actions to support the implementation of post-fall huddles into practice



Post-Fall Huddle: Implementation



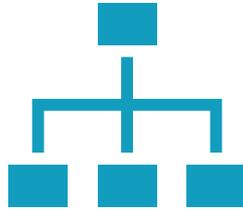
CAPTURE Falls Roadmap Post-Fall Huddle



Incorporate use of post-fall huddles into fall risk reduction policies and procedures



Adopt the use of standard huddle guides and documentation forms



Conduct post-fall huddles after ALL types of falls – including those observed and assisted



Fall risk reduction team reviews post-fall huddle documentation in conjunction with each fall event report



Track completion of post-fall huddles as a fall risk reduction program process measure and monitor changes in repeat falls over time



Post-Fall Huddle: Implementation



CAPTURE Falls Roadmap Post-Fall Huddle



Lessons learned
and anecdotes from
our work



Creative approaches help to engage non-nursing professionals in a huddle

- Fall risk reduction team member 'on-call' for post-fall huddles
- Gather interprofessional team member input within 24 hours
- Email/system alert for written input on falls



Post-fall huddles after assisted falls are still helpful!

- Recognize behaviors that are consistent with safe transfer and mobility practices



Can reinforce what went well in addition to identifying areas for improvement

- Staff do a lot of things right – recognize adherence to policies and procedures



Resources: Post-Fall Huddle



[CAPTURE Falls Roadmap Post-Fall Huddle](#)

Education Resources:

- ✓ Webinar on Effective Huddles and Debriefs
- ✓ “Good” Post-Fall Huddle and “Bad” Post-Fall Huddle Videos
- ✓ Human Behavior and Fall Risk Reduction Handout

Example Huddle Tools:

- ✓ Post-Fall Huddle Guide and Documentation Form
- ✓ Post-Fall Huddle Pocket Guide
- ✓ Post-Falls Huddle Guide and Post-Fall Huddle/After Action Review



Summary

1

Post-fall huddles are intended to gather and discuss information about the patient fall and factors that contributed to the fall, and to identify changes necessary to reduce the risk of another fall for that patient

2

We can learn from all types of falls, so post-fall huddles should take place after every fall

3

Quality of the dialogue in a huddle matters – good huddle facilitation can help to clarify the story, contributing factors, and meaningful changes to reduce the risk of another fall

4

Track post-fall huddle completion and monitor repeat falls as indicators of success



Post-Education Evaluation

Evaluation survey link:

<https://redcap.link/eo8dy3p4>

QR code:



- Responses are anonymous
- Feedback will be used to inform future improvements to this education



Thank You for Joining Us for the CAPTURE Falls Virtual Educational Series!

All session recordings are posted under the Quality Improvement tab on the following website:

[Rural Hospital Programs | Health & Human Services \(iowa.gov\)](#)



References and Resources

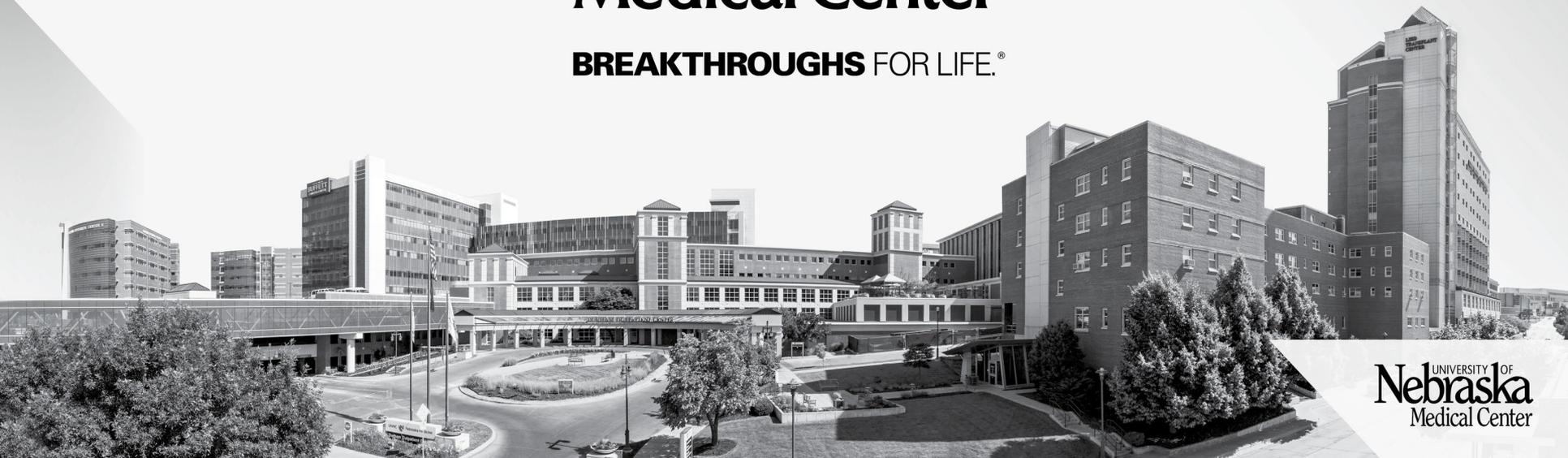
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