PEER Quick Tips

What are the types of falls?

Type	What it means
Alleged	The resident told you that they fell and that they got back up (often by themselves) you do not know for sure that they fell- we are relying on their statement to be factual
Assumed	An employee/family member walks in and sees them on the ground, we assume they fell because we see them on the floor/ground, but we did not witness the fall happen- just the aftermath
Witnessed	An employee/family member sees the fall happen, either from across the room or a few feet away

When is it a good catch?

A good catch is a negative event that you prevent from happening by chance or luck. An example is a resident who is on a puree diet and is given a regular meal, you remove it before they eat it- that is a good catch. If someone forgets to lock up the silverware, and you catch it and lock it before a resident gets into it- that is a good catch.

A good catch form can be filled out in PEER by the appropriate staff. You would either fix the problem related to the good catch or call maintenance, then fill out your good catch with as much detail as possible. We want to know about your good catches because everyone sees something different within the company, and if we do not know about the potential problem, then we cannot fix it.

Good catches are a way to keep staff and residents safe by catching the problem before it turns into a negative event.

Environment

In most PEER events, you will be asked if the environment was reviewed- 99% of the time the answer should always be yes. If an event happens in your care area, the first person to respond should be taking mental notes of the area: Were the lights on? Was the resident wearing shoes? Was there clutter on the floor? Was the floor wet or dry? Was a walker or wheelchair nearby? Where did the resident fall and how were they facing? What was out of place? Was the call light on?

Notifications for events

All the notifications need to be added to the reports in full detail. There should never be a notification with just a first name. Below are some *examples* of what someone would be classified as and how to fill out their notification. If you are unsure you can put their type as other. At a minimum always have physician and POA with the date and time added.

Type of Person	Name	Date	Notes in notification box
Physician/ Nurse Practitioner	Dr. Smith or Dr. John Smith	2-7-21	Faxed
Director of Area	Mary Scott or Edna Flower	2-7-21	Message left
Family Member/POA/ Responsible Party	Jennifer Jones	2-8-21	Daughter. Will call in the morning per request
Director of Health Services	Heidi Rose or Sam Neil	2-7-21	Message left

It is all in the details

When filling out a PEER report, ask yourself, "if someone who wasn't here read this, would they understand what happened?" Almost all PEER events are reviewed by a minimum of 3 people after it has been submitted and all 3 of those people need to be able to understand what happened. Make sure that you have read your description twice, have double clicked for spell check, have added last names, and have filled in all your environmental findings and notifications. Don't hesitate to ask questions if you are unsure.

Filling out the report correctly

- **Preparer-** this is the person typing in the report
- **Reporter-** this is the person who reports/notifies you of the event *one name per line
    - o Yes, you can be both the reporter and preparer if you are the first one to respond
- **Witness-** if someone other than the reporter sees the event also, this can be another staff member, a family member, or another resident. Fill out full name in the witness box
- **Check the event reported time-** check to ensure the time is accurate to your time zone. Correcting this time shows when you reported the event. You can also change the event reported date if needed

What doesn't go in a report

- Don't write "refer to ID note" or vice versa in EMR "refer to RL report" in your brief factual event description
- Do not put vital signs into your brief factual event description, numbers can be entered incorrectly, and should just go into the EMR. You can write "vitals are within normal range and/or obtained, if needed"
- Unattended- this option is only selected if the resident has a 1 to 1 care planned and they were not there or if the CNA was care planned to be there within arm's reach and left. It is not meant to be selected for someone who was just alone in their room.
- Do not reference another form in the report, especially one that is a "toolkit" for staff to use after an event

General PEER Information

- Any staff member with access to enter PEER reports can fill them out for any department on campus.
  - Example: if you have an Independent Living resident who is coming into a care area to visit and experiences a fall, you will need to fill out a report for them and put their "current level of care" as the area they live in, NOT as the place the fell.
- Check with HR to determine if Employee events go into PEER; if you do NOT see an icon for Employee General Event on your icon wall, then your organization doesn't use PEER for such events OR you are unable to complete such a report.
- Visitor reports should be entered into PEER if they experience an event on our campus such as a fall or safety/security event. Make sure their phone number gets entered into the report.
- The system will "time out" so it is best to either finish your report or "save as incomplete" before leaving your computer, you do not want to lose your work.
- If the site is ever down for maintenance and/or power outage there is a paper form available. Please write out the event on the form and then enter it in when the site is back up.
- Put necessary facts into your brief factual event reports, do not add opinions, conjecture, or speculation. Only substantiate if you are 100% certain.
- Try to avoid using the following words: error, mistake, accident, and prevent. We want to use the term "medication event" instead of "medication error."
- If the resident answers your questions after the event, put their direct words into the brief factual event description in quotes.
- You can describe any immediate interventions taken after the event occurred in the brief factual event description box or click the appropriate boxes