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## Tragedy Brings Safer Care: Lessons Learned from a Patient Stairwell Death

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AMERICA'S  
ESSENTIAL  
HOSPITALS

My Pager 10/4/2013...



“Dead Body Found in Stairwell – Please Come to the 5<sup>th</sup> Floor Right Away”







### BODY IN STAIRWELL

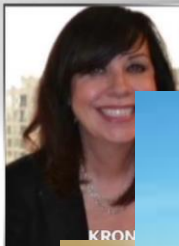
POLICE WORKING TO ESTABLISH TIMELINE

- September 21 Patient Disappears
- September 23 Hospital Meeting
- October 4 Man Reports Person in Stairwell

MORE DETAILS AT KRON4.COM

NAT'L NEWS CHARGES FOR ALLEGED PROWLING INCIDENT

NORTH BAY POINT REYES 63/49 ROHNERT PARK 74/39






What Did We Learn?



# Assessment and Care of “At Risk” patients

- Definition
- Communication
- Monitoring
- Interventions (ex. Aeroscout)
- Code Green



# A well-coordinated significant event plan is critical

- Police investigation
- Media
- Regulatory
- Governing Body
- Family/Lawyers





# Clear Leadership Oversight of Security (Sheriff's Dept.)

- Coordinated search plan
- Assistance with “At Risk” patients
- Performance metrics



# Importance of transparency

- Open dialogue with family spokesperson
- Regulatory agencies
- The media
- Our staff



# Supporting Staff Emotional Impact

