Spooner Health System

Subject: Missing Resident or Patient

Policy #: 696-SC-24  Current Revision: 1/12

Purpose: To ensure all residents/patients are accounted for.

Policy: Duties of Nursing and Ancillary Personnel if a nursing home resident or a hospital patient is considered unaccounted for.

Procedure: Security Alert-Missing Adult will be paged by the charge nurse if after a reasonable search by staff for a resident/patient shows the individual to be unaccounted for:

- Staff member will check the sign out book at the nurse’s station to see if their absence may be legitimate.
- Staff member will report to the team leader or charge nurse the name and last known location of the patient/resident, as well as all areas searched.

Missing Resident or Patient Protocol:

1. Missing Resident or Patient/building, department, floor, age & sex. will be paged three times. All employees will report to one of the following areas with the Charge Nurse, Security Officer or Patient Accounts Manager being in Command.
   - NH Nurses Station
   - Hospital Nurses Station
   - Hospital lobby

2. The command center will be the location where the patient/resident is missing.

3. The command center will notify the above areas with the name of the missing patient/resident which will be given to the employees along with a photo or description of the patient/resident including what they were last seen wearing and where they were last seen.
**Nursing Home Nurses Station:**

Charge Nurse or designee of the nursing home will immediately appoint 2 staff members to:

1. Check outdoors reporting back to charge nurse within **15 minutes**
   - patio
   - parking lot in nursing home
   - loading dock
   - Ash Street
   - Boulevard on First Street

2. Staff will re-check the resident/patient room and ALL rooms on their assigned unit as well as public rest rooms, alcoves, utility rooms, storage rooms and shower room.

3. Assign personnel to check the Activity Room and Beauty Shop including bathrooms.

4. Assign personnel to check the nursing home Administrative Wing and offices.

5. Assign personnel to search the Café, Resident Dining Room, kitchen and outdoor areas exiting from Resident Dining Room.

6. Check security camera history for possible location of departure.

**Hospital Nursing Station:**

Nurse or designee of the hospital should immediately appoint 2 staff members to check:

1. All 2nd Floor hospital areas, including the OB department and administration offices reporting back to charge nurse within **15 minutes**.

2. Check security camera history for possible location of departure.

*If after business office hours, all areas covered by the Hospital Lobby will also be checked.*

**Hospital Lobby (Business Office):** report back within **15 minutes**

1. All unlocked areas on the first floor of the hospital including ancillary departments checking that all doors remain locked

2. Hospital stairwells

3. Hospital basement

4. Clinic areas (Contact the clinic @ 715-635-2151 if during clinic hours to make them aware that we are searching for a patient or resident and ask for assistance.)

5. Hospital parking lot area
6. Public restrooms

**If resident/patient has not been found within 15 minutes:**

1. Charge nurse or designee of the unit with missing individual will organize team to search the area outside until law enforcement takes over. Teams should return and report area covered in 15 minutes or less. Areas of first concern are:
   - South toward Highway 70 and Yellow River
   - East toward Highway 53/63 and the railroad tracks
   - West toward the wooded areas and swamp
   - North toward the residential areas

2. Notify: (9-911) Washburn County Sheriff’s Department stating we have a missing vulnerable adult
   - When officers respond they will be provided with a copy of the photo taken for identification located in the Medical Record if available.
   - Law enforcement will assume command of continued search efforts. Personnel not needed may return to their normal duties at this time.

3. Notify the resident/patients Responsible Party or Emergency Contact and continue to update.

4. Notify the resident/patients physician, administration, Director of Nursing, and the Security Officer.

**Upon return of the resident/patient to the facility:**

Charge Nurse from the unit should page Security Alert All Clear and:

1. Make certain the individual is examined for injuries.
2. Contact the resident’s/patient’s physician and follow the physician’s orders as indicated.
3. Notify the resident’s/patient’s contact person and/or legal representative.
4. Notify all search teams and agencies that were contacted that the resident has been located.
5. Document the incident of elopement in the medical record and complete an incident report.