## ABUSE AND NEGLECT

### Foundational and Ongoing Education Topics to Consider

- Educate all staff on resident rights, autonomy and choice, and the right to be free from abuse, neglect, and misappropriation of property.
- Provide clear expectations for staff to behave professionally.
- Educate all staff on how to react and respond appropriately to resident behavior.
- Educate all staff, residents, families, and volunteers, with regular updates, on policy of zero tolerance of abuse and neglect, what constitutes abuse and neglect including sexual misconduct/assault, recognition of abuse and neglect, and mandatory reporting policies.
- Educate staff on how to monitor for, react, and follow-up on resident to resident altercations.
- Educate all staff on policies and procedures for reporting allegations of abuse or neglect.
- Ensure all staff demonstrate competency in recognizing potential or actual abuse and neglect and reporting policies.
- Use case examples from your own organization during vulnerable adult staff training.
- Ensure that staff are appropriately trained for their jobs.

### Pre-Admission Practices

- Assess for history of abuse, neglect, mistreatment, and injuries.
- Inquire if the resident has any current bruises, skin tears, injuries, etc.

### Admission Practices

- Conduct skin inspection to identify areas of injury (e.g., bruises, signs of trauma, skin tears).
- Talk with residents and families about how they can expect to be treated, and how to reach out if any person treats them in an unacceptable manor (e.g., snapping at them, rough or unwarranted handling, skipping cares, rushing through meals).
- Talk with resident about any concerns about abuse from potential visitors.
- At daily stand up/IDT meeting review new residents and any concerns related to potential abuse/neglect.
- Add any concerns about potential abuse and neglect, or potential to leave the building unescorted or without letting staff know, to the 24-hour report and ensure it is reviewed with all staff at shift change (appropriate staff and IDT team members should review 24-hour reports back to the last day worked in order to ensure they are aware of changes).
- Identify residents that may be at risk for abuse or neglect (e.g., residents with dementia, with a tendency to be aggressive, or with desire to leave the building unescorted or without letting staff know) and develop an individualized prevention plan.
Ongoing Care Practices and Monitoring

- Develop policies and procedures for reporting allegations of abuse or neglect and appropriate communication of investigation results.
- Establish policy for ‘escalation’ and notification of reports of abuse and neglect, so that the administrator and other key leaders are immediately aware.
- Establish policies to monitor visitor access, and implement safety restrictions when appropriate.
- Staff monitor for behaviors that may provoke a reaction by residents or others (e.g., verbally aggressive behavior, physically aggressive behavior, sexually aggressive behavior, touching other people’s property, going into other’s rooms/space, resistive to cares).
- Ensure adequate supervision of all staff and volunteers.
- Set the expectation that all staff are looking out for each other and for all residents to prevent abuse and neglect.
- Watch for any signs of frustration or burnout among staff as they can represent a safety risk for physical or emotional harm to residents, and follow-up with staff immediately to provide support.
- Conduct staff background checks prior to staff interacting with residents - No exceptions.
- Ongoing monitoring for safe environment – safe bed, mattress, chairs, equipment, flooring, shower and tub equipment.
- Establish systems, and ongoing monitoring of those systems, to protect residents from any source of burns (e.g., water temp, electrical outlets, any heating source).
- Help residents to not be isolated, as that can put them at risk for abuse, neglect, injury.
- Establish a tracking system for all resident clothing, belongings, and property brought with them to the nursing home.
- Implement policies and procedures to ensure residents’ laundry is not lost (e.g., label clothing, wash, dry, fold, and package each resident’s laundry separately) – keep logs/audits to help identify trends.
- Implement policies for follow up on any reports of missing property.
- Conduct rounding and talk with resident using specific questions around care, dignity, staff relationships and visitor relationships.
- Support staff in balancing resident choice and privacy with organizational strategies and actions meant to prevent abuse, neglect, injuries, and misappropriation of property. Establish processes to guide staff in working with residents to balance rights and freedoms with staff recommendations.
- Ensure facility has social media/technology policy and procedures in place to protect residents, families, and staff from misuse of technology (e.g., resident information/photos being disclosed in an unauthorized manner).
- Work with community, regional, state partners to review substantiated reports of abuse and neglect in nursing homes. Ask within your team, could this happen in our building?
- Share information with residents and staff on the role of and contact information for ombudsman.
- Be responsive to ombudsman when they ask to collaborate on solving resident/family concerns in the organization; view concerns with a systems viewpoint – what can be done to prevent recurrence of concerns or complaints.
- Establish and implement policies to prevent, identify, and respond to staff drug diversion (e.g., have a zero tolerance policy; set expectations that employees share information on suspicious behavior; have processes to closely track all narcotics received, used, and not used); carefully monitor resident response to medication; establish policies on follow-up procedures when drug diversion is suspected (e.g., ensure appropriate reporting and investigation, involve the infection prevention, work with law enforcement agencies).
Resources to Consider


□ CMS, LTC Survey Pathway, Personal Funds - https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/GuidanceforLawsAndRegulations/Nursing-Homes.html

See Appendix D for suggestions on team members in your organization to include in quality improvement efforts for this topic.