

# That's A JACK!!! Fact

6/22/2017

## Abuse or Neglect on Hospital Premises

**AS AN EMPLOYEE, IF ABUSE OR NEGLECT OF A PATIENT IS REPORTED TO OR SUSPECTED BY YOU TO HAVE OCCURRED WHILE ON HOSPITAL PREMISES:**

- ◆ **IMMEDIATELY** notify your director, manager, immediate supervisor or the house supervisor who will notify Quality Management or the Director on call
- ◆ If the alleged abuser **is** the immediate supervisor, call Quality Management or the Director on call
- ◆ Quality Management will notify Administration and the investigation will begin
- ◆ You will be asked to give a statement of what you witnessed or what was reported to you
- ◆ The alleged event may be reported to the Department of Health and Senior Services who will then follow-up and make a determination if:
  - ⇒ the investigation was thorough
  - ⇒ the organization identified opportunities for improvement and took appropriate actions
  - ⇒ the alleged abuse or neglect occurred

**AS A DIRECTOR/MANAGER/SUPERVISOR, IF ABUSE OR NEGLECT IS REPORTED TO YOU BY ANYONE REGARDLESS OF THE TIME OF DAY, IT IS EXTREMELY IMPORTANT YOU REPORT IT IMMEDIATELY TO THE DIRECTOR ON CALL OR TO QUALITY MANAGEMENT SO THE INVESTIGATION BEGINS IMMEDIATELY!!**

### Employees or Providers Involved in Allegation of Abuse/Neglect

- ◆ If the allegation involves a provider or staff member, that individual will be removed from patient care until the investigation has been completed
- ◆ The investigation is completed as quickly as possible and will include interviewing other staff members and patients
- ◆ If the event is not substantiated, the provider or staff member will be returned to patient care immediately following the investigation

## Definitions

### Abuse includes:

- ◆ **Mental**— humiliation, harassment, and threats of punishment
- ◆ **Physical**— hitting, slapping, punching, kicking or forcibly controlling
- ◆ **Sexual**—sexual harassment, sexual coercion and sexual assault

### Neglect includes:

- ◆ Absence of minimal services or resources to meet basic needs
- ◆ Withholding or inadequately providing food and hydration, clothing, medical and good hygiene
- ◆ Placing an individual in unsafe or unsupervised conditions

## Examples

- ◆ Withholding pain medications as punishment
- ◆ Shaming or scolding a patient for being incontinent
- ◆ Purposefully pushing/hitting a patient
- ◆ Not feeding a patient who is unable to eat on their own
- ◆ Willfully leaving a patient unclothed and uncovered
- ◆ An elopement of a cognitively impaired patient