

Our Mission

To serve through healing,
education and discovery

Recognizing and Reporting Abuse and Neglect

Patient Safety

305-6550



Wisdom for Your Life.



REPORTING ABUSE AND NEGLECT AT UT MEDICAL CENTER: IT'S THE LAW

- The initial priority is to protect the patient.
- The law requires that real or suspected incidents of abuse or neglect be reported.



COMPLAINTS AGAINST TEAM MEMBERS OR MEDICAL STAFF

- If the patient makes a statement or complaint of abuse and neglect against a team member or member of the medical staff, or you witness such an act by a team member or member of the medical staff:
 - Notify your manager or the administrative supervisor.
 - The manager or administrative supervisor will notify Security, Risk Management and Quality and Patient Safety, who will coordinate the proper reporting to regulatory agencies.
 - Complete an event report using the Safety Intelligence (SI) system.

COMPLAINTS AGAINST FAMILY MEMBERS OR FRIENDS OF THE PATIENT: STEP 1

- If abusive behavior or neglect by a family member or friend of the patient is observed, reported, or suspected: notify the nurse, your manager or the administrative supervisor. The manager or supervisor will further assess the need to notify Adult Protective Services (APS) or Department of Children's Services.

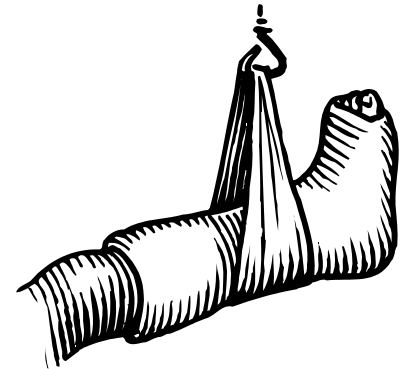
SUSPECTED ABUSE AND NEGLECT: INTERNAL REPORTING (Complaints against Family Members or Friends): STEP 2

If the alleged event occurred inside the hospital:

- The Nurse Manager or Supervisor will also notify **Risk Management and Security**.
- A Safety Intelligence report should be submitted.

WHAT IS ABUSE AND NEGLECT?

- **Abuse:** To hurt or injure
- **Neglect:** To fail to take proper care of a person/patient



EXAMPLES OF ADULT ABUSE



- **PHYSICAL**
 - Domestic Violence
 - Any non-accidental injuries that cause bruises, lesions, or need for medical attention
- **EMOTIONAL/MENTAL**
 - Verbal or emotional mistreatment that affects the patient's sense of well-being, safety, or self-esteem
- **NEGLECT**
 - Failure of caregiver to provide for basic needs, including medical follow-up or **medications. Taking a patient's medication is an example of neglect and abuse.**
- **SEXUAL**
 - Sexual activity through force or anytime both parties are not able to give informed consent.
- **FINANCIAL EXPLOITATION**
 - Taking the money of a vulnerable adult by deception or any unlawful means

EXAMPLES OF CHILD ABUSE



- **PHYSICAL**
 - Any non-accidental injury that causes bruises, lesions, or need for medical attention
- **EMOTIONAL/MENTAL**
 - Verbal or emotional mistreatment that affects the patient's sense of well-being, safety, or self-esteem
- **NEGLECT**
 - Failure to provide adequately for a child's physical, intellectual, or emotional needs, either deliberately or by inattention
 - Failure to provide prescribed treatments or medications
- **SEXUAL**
 - Deliberate introduction of sexual awareness or activity through force, trickery, bribery, or threatening, by an adult or an older and more knowledgeable child

ABUSE OR DOMESTIC VIOLENCE: INTERVENTION AND EDUCATION

- Patient safety is always the top priority. If the victim is afraid of immediate harm from someone who accompanied him/her to the hospital, involve UT Security or call a Code Green.
- In a safe, non-threatening environment, provide the patient with educational information regarding domestic violence and legal options. Pamphlets are located in the ED and in the Case Management office.



CODE GREEN

PAIN MEDICINE AND ABUSE AND NEGLECT

- Denial of necessary and appropriate pain medication is **abuse and neglect**.
- Taking medicine meant for a patient (**drug diversion**) is **misappropriation**.



UTMC Response to Drug Diversion

- Anyone attempting to take medications from a patient or this institution will be caught.
- The employee is then immediately removed from patient contact.
- The employee is terminated for gross misconduct.
- UTMC conducts a thorough investigation and reports this to the appropriate authorities.

Impact on Diverting Employee

- Health care professionals who divert are at risk for:
 - Arrest and criminal prosecution
 - Loss of license and possible fines
 - Placement on the abuse registry
 - Permanent exclusion from healthcare by the federal government
- It is estimated that up to **30%** of health care professionals have abused or will abuse substances at some point in their career.



Self-Disclosure

Employee Self-Reporting Requirements:

- UTMC policy requires that you must notify your supervisor as soon as possible if you are taking prescription drugs which may interfere with your ability to perform your job.

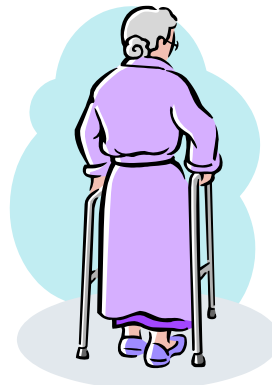


How Do I Recognize a Drug Impaired Co-Worker?

- Excessive absences
- Change in personal appearance or behavior
- Making excuses and taking frequent or long trips to the bathroom or to the med room where drugs are kept
- Excessive amounts of time spent near a drug supply
- Volunteering for overtime and/or showing up to work when not scheduled
- Not answering pages/calls
- Medication or syringes hidden in places where they don't belong

Possible Indications of Diversion-Related Abuse & Neglect

- Notify your supervisor of any verbal reports of diversion-related abuse or neglect. These may include:
 - Reports of continued pain after being medicated for pain (especially when this only occurs on certain shifts)
 - Reports that basic needs are not being met



Reporting Possible Diversion

- If you are not comfortable reporting directly, you may submit an anonymous Safety Intelligence report or call the confidential UHS AlertLine (1-877-591-6744).



Remember:

- Working together, we can help protect our patients from abuse and neglect.



Your patients are depending on you!