Nursing Home Abuse

2007 Victim Assistance Conference

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Goals

- Understand the “typical” nursing home abuse, neglect and exploitation complaint
- Understand how complaints can be strengthened by documentation

“Typical” Abuse Complaint

- Sample complaint

Strengthen Your Complaint

- Become familiar with facility staff by name
- Become familiar with other families by name and exchange information with them
- Note observed changes in behavior, new bruises, rough handling, alleged falls, interaction with the resident, etc
- Note whether the resident has been threatened with punishment or deprivation, or isolated
- State the complaints and concerns you have made to staff
- Provide dates and times, and action taken by staff (if any) including whether the abuse was reported to DCBS and OIG

“Typical” Neglect Complaint

- Sample complaint

Strengthen Your Complaint

- Note loss of ADLs
- Check to ensure the resident is being turned and repositioned on a regular schedule
- Determine whether the resident is being toileted or changed
- Observe if there are unmet personal or medical needs
- Check for oral hygiene
- Note lack of assistance with eating or drinking
- Observe staff reaction to call bells or cries for help

“Typical” Exploitation Case

- Sample complaint

Strengthen Your Complaint

- Note excessive interest by a staff member in a particular resident
- Resident’s money or personal property stolen, or efforts made to obtain these through trickery or lies
- Failure to provide goods or services for which resident has paid
- Suspicious checks made out to cash
- Unexplained or suspicious ATM activity
- Resident’s money not placed in separate interest-bearing accounts

Additional Ideas

- Videotaping
- Journaling with specificity
- Communicate with others
- Review charts
- Take photos/video of good times as well as bad
- Open records requests

Questions?

Please feel free to contact me any time:

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