

Module 17: Patient/Resident Abuse
Minimum Number of Theory Hours: 6
Suggested Theory Hours: 7
Recommended Clinical Hours: 0

Statement of Purpose:

The purpose of this unit is to introduce the Nurse Assistant to patient/resident abuse. The module will focus on the nurse assistant role in preventing, recognizing, and reporting instances of patient/resident abuse.

Terminology:

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|---------------------------------------|---------------------------|--------------------------|
| 1. Abuse | 13. Ethical standard | 26. Ombudsman |
| 2. Advance Directive | 14. False imprisonment | 27. Physical abuse |
| 3. Aiding and abetting | 15. Financial abuse | 28. Policy and Procedure |
| 4. Assault | 16. Grievances | 29. Privacy |
| 5. Battery | 17. HIPAA | 30. Psychological abuse |
| 6. Choice | 18. Informed consent | 31. Resident council |
| 7. Chronic | 19. Involuntary seclusion | 32. Restraints |
| 8. Coercion | 20. Laws | 33. Scope of practice |
| 9. Confidential | 21. Legal standard | 34. Sexual abuse |
| 10. Defamation | 22. Libel | 35. Slander |
| 11. Defamation of character | 23. Mandated reporter | 36. Social services |
| 12. Do Not Resuscitate (DNR)/ No Code | 24. Neglect | 37. Theft |
| | 25. Negligence | 38. Verbal abuse |

Patient, resident, and client are synonymous terms referring to the person receiving care

Performance Standards (Objectives):

Upon completion of the six (6) hours of class plus homework assignments and one (1) hour of clinical experience, the learner will be able to:

1. Define key terminology
2. Identify and discuss types of elder abuse
3. Discuss the issues related to elder abuse
4. Explain the Nurse Assistant role in preventing elder abuse
5. Describe the Nurse Assistant role in reporting elder abuse

References:

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6. California Health and Safety Code, Sections 1599.1, 1599.2, 1599.3 <http://www.search-california-law.com/research/section/ca/HSC/4.25/index.html>
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Content Outline	Recommended Teaching Strategies and Assignments	Clinical Demonstration/ Method of Evaluation
<p>Objective 1 Define key terminology</p> <p>A. Review the terms listed in the terminology section. B. Spell the listed terms accurately. C. Pronounce the terms correctly. D. Use the terms in their proper context.</p>	<p>A. Lecture/Discussion B. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman, and concentration. C. Encourage use of internet, medical dictionary, and textbooks. D. Create flashcards.</p>	<p>A. Have students select five words from the list of key terminology and write a sentence for each defining the term. B. Administer vocabulary pre-test and post-test. C. Uses appropriate terminology when charting and reporting to licensed personnel.</p>
<p>Objective 2 Identify and discuss types of elder abuse</p> <p>A. Define Abuse</p> <ol style="list-style-type: none"> 1. An intentional act or failure to act by a caregiver or another person in a relationship involving an expectation of trust that causes or creates a risk of harm to an older adult who is someone age 60 or older 2. A crime and is one or more of the following elements: <ol style="list-style-type: none"> 1) Willful causing of injury 2) Unreasonable confinement 3) Intimidation, making someone afraid 4) Punishment 5) Refusal of goods or services needed for physical, mental or psychological well-being 3. Can happen to any older person, but often affects those who depend on others for help with activities of everyday life 4. Likely targets are older people who have no family or 	<p>A. Lecture/Discussion B. Arrange for tour of a long term care facility. C. Arrange for a guest speaker from a long term care facility.</p>	<p>A. Written test B. Class participation</p>

<p>friends nearby and people with disabilities, memory problems, cognitive problems, or dementia</p> <p>B. Forms or types of Elder Abuse (National Institute of Aging):</p> <ol style="list-style-type: none"> 1. Verbal <ol style="list-style-type: none"> 1) Teasing 2) Profanity 3) Racial slanders 4) Threats 2. Physical <ol style="list-style-type: none"> 1) Battery: kicking, biting, hitting, shoving, pulling hair 2) Rough handling 3. Psychological (Emotional abuse) <ol style="list-style-type: none"> 1) Ridiculing or saying hurtful words 2) Ignoring repeatedly 3) Manipulating 4) Yelling at or threatening 4. Involuntary seclusion <ol style="list-style-type: none"> 1) Isolation 2) Keeping that person from seeing close friends and relatives 5. Abandonment <ol style="list-style-type: none"> 1) Leaving someone unattended 2) No planning for patient's/resident's care 6. Neglect <ol style="list-style-type: none"> 1) Failure to provide care that a reasonable person would provide 2) Not answering call light 3) Smells of urine and not being cleaned/changed 7. Sexual <ol style="list-style-type: none"> 1) Overtures or Innuendos 2) Inappropriate gestures 3) Inappropriate touching 4) Forcing an older adult to watch or be part of sexual acts 8. Financial <ol style="list-style-type: none"> 1) Stealing money or borrowing items 		
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<ul style="list-style-type: none"> 2) Accepting gifts 3) May include forging checks, taking someone else's retirement and Social Security benefits, using another person's credit cards and bank accounts, changing names on a will, bank account, life insurance policy, or title to a house without permission from the older person 9. Healthcare Fraud <ul style="list-style-type: none"> 1) Overcharging 2) Billing twice for the same service 3) Falsifying Medicaid or Medicare claims 4) Charging for care that was not provided 5) Committed by healthcare providers or hospital staff C. Signs and Symptoms of abuse <ul style="list-style-type: none"> 1. Has new onset sleeping problems 2. Seems depressed or confused 3. Loses weight for no reason 4. Displays signs of trauma, like rocking back and forth 5. Acts agitated or violent 6. Becomes withdrawn 7. Stops taking part in activities that the patient/resident previously liked 8. Has unexplained bruises, burns, or scars 9. Appears unkempt or messy with unwashed hair or dirty clothes 10. Develops bed sores or other preventable conditions 		
<p>Objective 3: Discuss the issues related to elder abuse</p> <ul style="list-style-type: none"> A. Abuse is a crime and is one or more of the following elements: <ul style="list-style-type: none"> 1. Willful causing of injury. 2. Unreasonable confinement. 3. Intimidation, making someone afraid. 4. Punishment. 5. Refusal of goods or services needed for physical, mental or psychological well-being. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Handout 2.5- Abuse Reporting Form- SOC 341 C. Video "Your Legal Duty: Reporting Elder and Dependent Adult Abuse" Fax requests 	<ul style="list-style-type: none"> A. Written test B. Class participation

<p>B. Elder abuse has been:</p> <ol style="list-style-type: none"> 1. Poorly or imprecisely defined 2. Defined specifically to reflect the unique statutes or conditions present in specific states, counties, or cities 3. Defined specifically for research purposes <p>C. All states require the reporting of elder abuse or child abuse</p> <p>D. Forms of elder abuse (refer to objective 2)</p> <ol style="list-style-type: none"> 1. Physical abuse 2. Verbal abuse 3. Involuntary seclusion 4. Financial abuse 5. Psychological abuse (emotional/mental abuse) 5. Sexual abuse 6. Neglect 7. Abandonment 8. Healthcare Fraud <p>D. Recognizing the evidence and observation of elder abuse</p> <ol style="list-style-type: none"> 1. Living conditions are unsafe, unclean or inadequate 2. Personal hygiene is lacking. 3. Weight loss 4. Frequent injuries 5. Old bruises 6. Quiet and withdrawn attitude 7. Anxious to please caregiver 8. Private conversations not allowed 9. Medications not taken properly 10. Frequent Visits to ER, hospital, or clinics 11. May go from one doctor to another <p>E. Evaluate how a series of actions and reactions might lead to abuse</p> <p>F. Define local, state, and federal regulations regarding abuse (mandated reporter)</p>	<p>to Bureau of Medi-Cal Fraud and Elder Abuse. FAX: 916-263-2565. Downloadable publications from CA Attorney General's office available at www.safestate.org/publications</p> <p>D. Bureau of Medi-Cal Fraud and Elder Abuse http://ag.ca.gov/bmfea/elder.php</p>	
<p>Objective 4: Explain the Nurse Assistant role in recognizing and preventing elder abuse</p>		

<ul style="list-style-type: none"> A. Explain the difference between negligence and abuse B. Recognize the evidence of elder abuse <ul style="list-style-type: none"> 1. Living conditions are unsafe, unclean or inadequate. 2. Personal hygiene is lacking. 3. Weight loss 4. Frequent injuries 5. Old bruises 6. Quiet and withdrawn attitude 7. Anxious to please caregiver 8. Private conversations not allowed 9. Medications not taken properly 10. Frequent Visits to ER, hospital, or clinics 11. May go from one doctor to another C. Explain Nurse Assistant role in preventing abuse <ul style="list-style-type: none"> 1. Identify combination of individual, relational, community, and societal factors contribute to the risk of abuse 2. Current diagnosis of mental illness 3. Current abuse of alcohol 4. High levels of hostility 5. Poor or inadequate preparation or training for care giving responsibilities 6. Assumption of caregiving responsibilities at an early age 7. Inadequate coping skills 8. Exposure to abuse as a child 9. High financial and emotional dependence upon a vulnerable elder 10. Lack of support 11. Unsympathetic or negative attitudes toward patients/residents 12. Chronic staffing problems 13. Lack of administrative oversight, staff burnout, and stressful working conditions D. Identify patient/resident safety and abuse prevention techniques <ul style="list-style-type: none"> 1. Effective monitoring systems 2. Institutional policies and procedures regarding patient care 3. Training on elder abuse and neglect for employees 4. Education and clear guidance on durable power of attorney 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Locate facility policies and procedures and patient/resident rights documents. C. Role-play a situation that involves a threat to patient/resident rights 	<ul style="list-style-type: none"> A. Written test B. Class participation C. Locate facility policies, procedures, and patient/resident rights documents. D. Consistently promotes patient/resident rights
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<p>and how it is to be used</p> <ol style="list-style-type: none"> 5. Promoting regular visits by family members, volunteers, and social workers 6. Coordination of resources and services among community agencies and organizations <p>E. Explain how to prevent violations of elder abuse and discuss techniques to rectify situations that could possibly lead to abuse</p> <ol style="list-style-type: none"> 1. Provide services to relieve the burden of caregiving, such as housekeeping and meal preparation, respite care, education, support groups, and day care 2. Estate planning including <ol style="list-style-type: none"> a. Living will b. Revocable trust c. Durable power of attorney for healthcare and/or asset management 3. Not signing documents without first consulting an attorney or family member you trust 4. Not provide personal information (e.g. social security number, credit card) 5. Tear up or shred credit card receipts, bank statements, and financial records before disposing of them 6. If you hire someone for personal assistance services, in home care services, etc. ensure that they have been properly screened with criminal background checks completed <p>F. Review Mandated Reporter Role</p> <ol style="list-style-type: none"> 1. Define facility, state, and federal policies and procedures related elder abuse <p>G. Identify Self-care Techniques (Caregiver)</p> <ol style="list-style-type: none"> 1. Caregiver may need to be available around the clock to fix meals, provide nursing care, take care of laundry and cleaning, drive to doctors' appointments, and pay bills, which contributes to caregiver stress 2. Make sure you have time to rest and take care of your needs 3. Ask a family member or friend to help out for a weekend, or even for a few hours, so that you can take some time for yourself 		
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<ul style="list-style-type: none"> 4. ARCH National Respite Network and Resource Center's National Respite Locator to find respite services in your area 5. Caregiving support groups may also help 6. Exercise could even help with stress <p>H. Identify and discuss specific techniques for preventing escalation of potential abuse situations</p>		
<p>Objective 5: Describe the Nurse Assistant role in reporting elder abuse and/or patients'/residents' rights violations</p> <ul style="list-style-type: none"> A. Review types of elder abuse and/or patients'/residents' rights violations (refer to objective 2 &3) B. Reporting <ul style="list-style-type: none"> 1. Discuss your observations with a licensed nurse and/or other appropriate personnel <ul style="list-style-type: none"> 1) If Nurse Assistant observes the abuse incident, the Nurse Assistant is responsible for reporting; mandated reporter 2) LVN or RN may assist the Nurse Assistant in completing mandated forms and in submitting required forms to reporting agencies 2. Report observations as a mandated reporter, following federal mandate for reporting suspected or actual elder abuse and/or patients'/residents' rights violations 3. Follow agency policies regarding abuse reporting 4. Follow up on reported incident with licensed personnel 5. Reporting Resources <ul style="list-style-type: none"> 1) Adult Protective Services (APS) 2) Long-Term Care Ombudsmen 3) Eldercare Locator 4) National Center on Elder Abuse (NCEA) 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Handout 2.5- Abuse Reporting Form- SOC 341. C. Video "Your Legal Duty: Reporting Elder and Dependant Adult Abuse" Fax requests to Bureau of Medi-Cal Fraud and Elder Abuse. FAX: 916-263-2565. Downloadable publications from CA Attorney General's office available at www.safestate.org/publications D. Bureau of Medi-Cal Fraud and Elder Abuse http://ag.ca.gov/bmfea/elder.php E. Red Flags of Abuse located at https://ncea.acl.gov/NCEA/media/docs/Red-Flags-of-Elder-Abuse-English.pdf 	<ul style="list-style-type: none"> A. Written test B. Class participation

Sample Test: Module 17 Elder Abuse

1. The following statements about abuse are true except:
 - a. Abuse is making judgements before knowing the patient/resident situation.
 - b. Abuse is a punishable crime.
 - c. Abuse is a willful act that causes harm or injury to the patient/resident.
 - d. Abuse is depriving a person of goods and services needed to maintain health.

2. Threatening to touch the person's body without the person's consent is:
 - a. Assault
 - b. Battery
 - c. Defamation
 - d. False Imprisonment

3. Restraining a person's movement is:
 - a. Neglect
 - b. Invasion of privacy
 - c. Defamation
 - d. False Imprisonment

4. Sharing a person's photos on a social media site is:
 - a. Fraud
 - b. Allowed with the family's consent
 - c. A HIPAA Violation
 - d. Allowed if you obtained consent

5. Who is most at risk for being wounded, attacked, or assaulted?
 - a. A teenager
 - b. A single mother
 - c. A caregiver
 - d. An older adult

6. You scold an older person for not eating their dinner. This is a form of:
 - a. Physical abuse
 - b. Neglect
 - c. Battery
 - d. Verbal abuse

7. You leave your patient before completing your assignment and the patient's/resident's care. This is abuse by:
 - a. Abandonment
 - b. Neglect
 - c. Involuntary seclusion
 - d. Battery

8. You fall asleep at work. This is:
 - a. Abandonment
 - b. Neglect
 - c. Malpractice
 - d. Emotional abuse

9. Which is a sign of elder abuse?
 - a. Stiff joints and joint pain
 - b. Weight gain
 - c. Poor personal hygiene
 - d. Forgetfulness

10. An older adult has a black eye, bruises on their face, bite marks on on their arms. These are signs of:
 - a. Physical abuse
 - b. Sexual abuse
 - c. Neglect
 - d. Verbal abuse

11. You suspect a patient/resident has been abused. What should you do?
 - a. Tell the nurse

- b. Call the police
 - c. Tell the family
 - d. Ask the person about the abuse
12. Failure to exercise the degree of care considered reasonable in a given situation is:
- a. Malpractice
 - b. Neglect,
 - c. Coercion
 - d. Physical abuse
13. You overhear another nurse assistant raise their voice loudly in a threatening manner when speaking to their patient/resident. The nurse assistant is guilty of:
- a. Neglect
 - b. Physical abuse
 - c. Verbal abuse
 - d. Invasion of privacy
14. Your patient/resident offers you a dollar to thank you for picking up a newspaper for him. Your best response would be to:
- a. Ignore the money and pretend not to see it
 - b. Take the money as you earned it
 - c. Report the event to the doctor
 - d. Politely refuse because tipping is not allowed
15. T F A patient may not refuse any treatment prescribed by the doctor
16. T F Every patient/resident has the right to considerate and respectful care
17. T F Anxiety can make a patient/resident very demanding
18. T F You fail to follow an order to encourage fluids for your patient/resident. You are guilty of neglect.
19. T F If an error occurs as the nurse assistant gives care, the nurse assistant should report it when they think about it
20. T F A patient/resident gives up their right to privacy when they are admitted to a healthcare facility

Sample Test Answer Key: Module 17 Elder Abuse

1. A
2. A
3. D
4. C
5. D
6. D
7. A
8. A
9. C
10. A
11. A
12. B
13. C
14. D
15. F
16. T
17. T
18. T
19. F
20. F