

SQ Acute: Abuse and Neglect

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Welcome to **SQ: Abuse and Neglect**.

Select START MODULE to begin.

Be sure to click on the interactive elements to advance.



Disclaimer



Introduction



Types of Abuse and Warning Signs



Abuse by Healthcare Workers



Abuse Protection and Reporting



Module Conclusion

Disclaimer

HEALTHSTREAM PROPERTY

In the creation of learning activities and assets, Healthstream aims to use the most appropriate terms for the subject matter. In some cases, content may reference terms that originate from other sources, such as scientific research or professional guidelines, and these are retained to reflect the original intent of the authors.

This learning activity provides general guidelines for care, diagnostics, and treatment, but should not be relied upon for determining patient care, as it is the responsibility of the healthcare facility and the provider to make treatment decisions. All diagnostics and interventions should be customized to the individual and in line with provider orders, and no information here suggests acting outside one's scope of practice.

CONTINUE

Introduction

This module will review the following:

- Types of abuse
- Signs and symptoms of abuse
- Causes and consequences of abuse by a healthcare worker
- Reporting requirements for suspected or confirmed abuse
- Steps to protect people receiving care

Please look at these important terms.

Select "+" to expand.

Glossary

Assault

Actions meant to cause fear of harm

Child abuse

An act or failure to act that places a child at risk for harm or results in harm

Domestic abuse

An act or failure to act that places a household member at risk for harm or results in harm

Elder abuse

An act or failure to act that places someone 60 years of age or older at risk for harm or results in harm

Emotional abuse

Involves actions that control, shame, or wrongly use a person

Exploitation

Getting money or some other reward by wrongly using someone else

Grievance

A formal complaint about something thought to be wrong or unfair

Human trafficking

Forcing people to do things, like work or sex, and getting money or other benefits from their work or service

Neglect

Failure to care for someone who needs care

Let's get started.



Complete the content above before moving on.

Types of Abuse and Warning Signs

When power is used to harm another, it is called **abuse**. Abuse usually starts at home in the form of domestic abuse.

The abuser usually attacks someone smaller or weaker than themselves. Younger people who have experienced abuse may learn harmful behaviors from abusers. These actions can carry over into their adult lives and work settings.

There are different kinds of abuse, which may have different warning signs.

Select each tab to view warning signs for each type of abuse.

DOMESTIC ABUSE

CHILD ABUSE

ELDER ABUSE

HUMAN TRAFFICKING

When in a healthcare setting, the target of the abuse is usually with the person abusing them.

Signs of domestic abuse include the following:

- Being scared to respond to any questions asked
- The partner or family member answering all the questions for the person
- Physical signs of abuse, like bruises and broken bones



Many children suffer from abuse or neglect each year. A parent or family member is often the person abusing the child. Parents who abuse may have had similar trauma as a child.

Signs of child abuse include the following:

- Broken bones
- Bruises in different stages of healing
- Burns on the skin



Signs of elder abuse may show that the elder is spending too much time in bed or in a wheelchair without care for their basic needs.

Common signs of elder abuse include the following:

- An older adult who is very thin or has lost a lot of weight
- Poor personal hygiene, like clothes that are dirty or stained with urine
- Pressure sores on elbows, feet, and buttocks



Human trafficking is a form of slavery. It involves one or more people using force, fraud, or threats to make others work or have sex against their will. It is not easy to know that someone is trafficked.

Signs that a person is being used in human trafficking include:

- They report a lot of sexual partners and have sexual health problems.
- They have work-related injuries and say they work in unsafe places.
- They are unwilling or afraid to answer questions about their injury or illness.
- They have someone with them who does not let them speak for themselves or will not leave them alone.



Choose the best option and select **SUBMIT**.

A healthcare provider is examining a child suspected of experiencing abuse. Which physical sign might they expect to find?

- ☐ Chest congestion
- ☐ Bruises in different stages of healing
- ☐ Sensitivity to light
- ☐ Headache

SUBMIT



Complete the content above before moving on.

Abuse by Healthcare Workers

Possible Causes of Abuse by Healthcare Workers

Healthcare workers may feel stressed at work for many reasons:

- They may not have enough staff to help them care for the individuals in their unit. If the situation continues, this may make them feel overwhelmed, tired, and pulled in many directions.
- They may think they are not meeting the needs of the people in their care or doing a good job.
- They may feel undervalued by the people they care for, team members, and managers in the organization.

This can lead to frustration, and they may take it out on a person in their care. This can become abuse.

Abuse and Neglect

Abuse

Abuse by a healthcare provider includes **physical** and **emotional** abuse. A healthcare worker may hit or yell at someone in

Neglect

Healthcare workers may fail to meet the needs of those in

their care. Sometimes they may even sexually assault, rape, or batter the person.

their care. This is called **neglect**.

Examples of Neglect



Leaving a person alone for long periods of time



Not giving them food



Not giving oral care or basic hygiene

Abuse of people being cared for by the facility affects everyone. They lose trust in caregivers. They then lose trust in the healthcare system.

All people being cared for by the facility have the right to be free from all forms of

abuse, neglect, and harassment.



Healthcare workers involved in abuse will face criminal charges.

CONTINUE

Abuse Protection and Reporting

Abuse Protection (Level D)

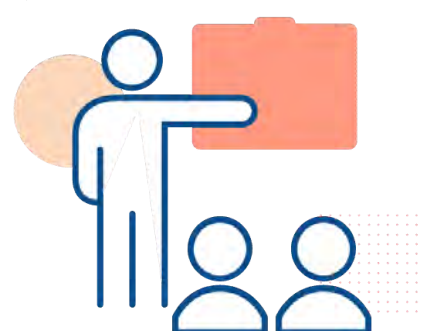
All staff receive training.



Management should provide enough staff to keep people in their care safe from abuse.



Background checks ensure applicants are not hired if they have a history of abusing others.



The Centers for Medicare and Medicaid Services (CMS) requires that all healthcare workers be trained in abuse and neglect.

Protect Individuals from Abuse

There are also things healthcare staff can do to help protect the people in their care from abuse.



**Be aware of
the warning
signs of abuse.**



**Report
suspected
abuse right
away.**



**Manage their
own stress
well.**



**Be alert to
others who are
upset or angry.**



**Learn how to
calm others
who are
stressed.**



**CMS requires hospitals to report
abuse and neglect.**

A written or verbal complaint is called a **grievance**. The person receiving care or a family member can file a grievance.

- The hospital needs to review and take care of reports of abuse or neglect in a reasonable time frame.
- The hospital should also ensure that the person receiving care is safe from any other abuse while the case is reviewed.

Learn and understand the organization's reporting policy.

Reporting Abuse

Healthcare workers are breaking the law if they do not report abuse. The result of not reporting could be fines and prison time. Please review individual state laws.

There are different ways that staff can report abuse and different things the facility is required to do if staff makes a report.

If healthcare staff suspect abuse (Level D):

- Inform the doctor or their manager.

- Write down what they see and hear that makes them suspect abuse.
- Report abuse or neglect as soon as possible and follow their state law.

Under federal and state laws, healthcare administrators are required to (Level D):

- Look into reports quickly and thoroughly, according to CMS timelines.
- If a person receiving care is involved, protect them while researching.
- If abuse is suspected, follow organization procedures for reporting. These may include reporting to:
 - Law enforcement or child or adult protective services
 - The state survey agency or licensing board
- Take corrective action as needed.
- Completely document the accusation and the results.

CONTINUE

Module Conclusion

This module has reviewed the following:

- Types of abuse
- Signs and symptoms of abuse
- Causes and consequences of abuse by a healthcare worker
- Reporting requirements for suspected or confirmed abuse
- Steps to protect receiving care

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This is the end of the module. To exit and return to the Activity Details, select **EXIT**.