

ABUSE, NEGLECT, MISTREATMENT, MISAPPROPRIATION AND INJURY OF UNKNOWN SOURCE INVESTIGATION GUIDE

START HERE WITH AN

- ▶ ALLEGATION OR SUSPICION OF ABUSE, NEGLECT, OR MISAPPROPRIATION OF RESIDENT PROPERTY, OR AN
- ▶ INJURY OF SUSPICIOUS ORIGIN (FROM PAGE 2)

1. IMMEDIATELY

- Secure resident's safety
- Assess the resident, provide medical and/or psychosocial treatment as necessary
- Examine the resident's injury and/or psychosocial changes and document the description in the medical record
- Remove alleged perpetrator (staff, family, or visitor) from contact with all residents and staff pending outcome of investigation
- Take measures to prevent recurrence if alleged perpetrator is a resident
- Document date and time injury was discovered in the resident's medical record
- Notify physician if the injury (physical and/or psychosocial) has the potential to require physician intervention
- Notify the resident's legal representative if there is a significant change in health status
- Immediately (no later than 24 hours) notify the administrator
- Administrator or designee notifies BHS, local law enforcement, and/or other state agencies as required
- Immediately (no later than 24 hours) notify BHS of all allegations by one of the following methods: 1) complete the BHS-OPS-362 online submission form found on the BHS website, 2) fax the BHS-OPS-362 form, or 3) call BHS to report followed by a fax of the completed BHS-OPS-362

Facility Incident Report - 24 Hours (BHS-OPS-362)

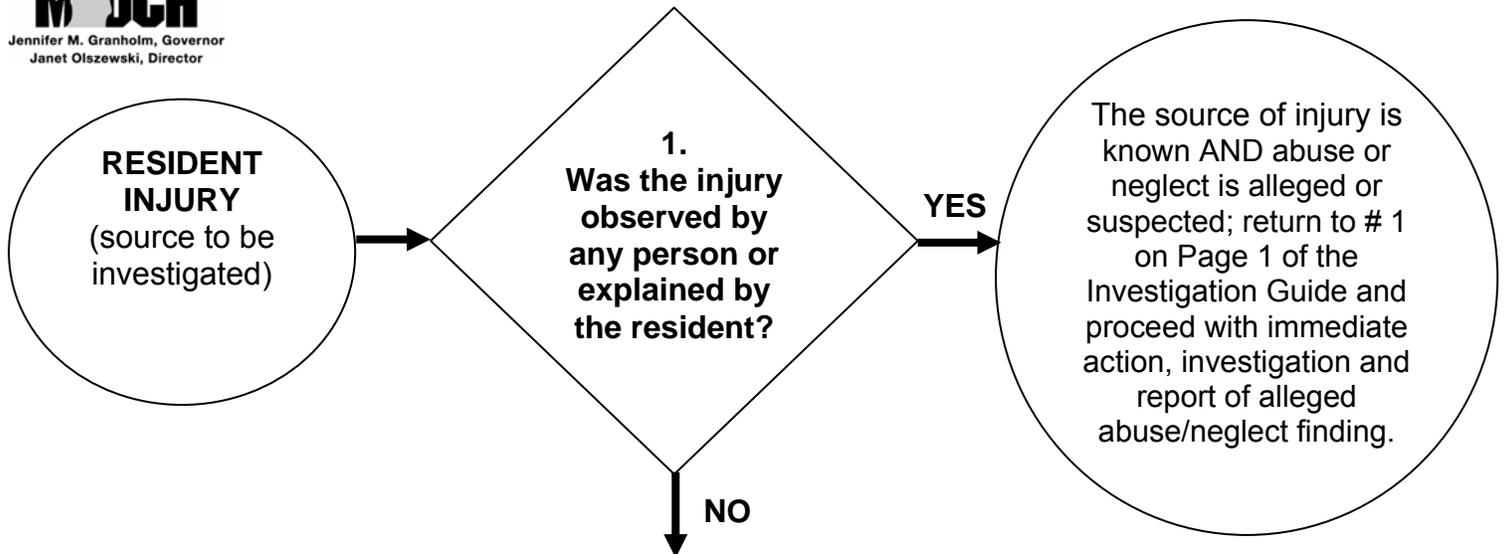
2. INVESTIGATE

- Document date and time of all notifications per facility policy
- Interview and/or obtain statement from person reporting allegation or suspicion
- Interview and/or obtain statement from victim/resident
- Interview and/or obtain statement from alleged perpetrator
- Interview and/or obtain statements from potential witnesses as determined by the scope of the investigation
- Review the resident's medical record for relevant information (diagnosis, history, similar injuries, etc.)
- Review materials and complete investigation (refer to abuse investigation protocol and facility policy)

3. WITHIN FIVE WORKING DAYS OF INCIDENT

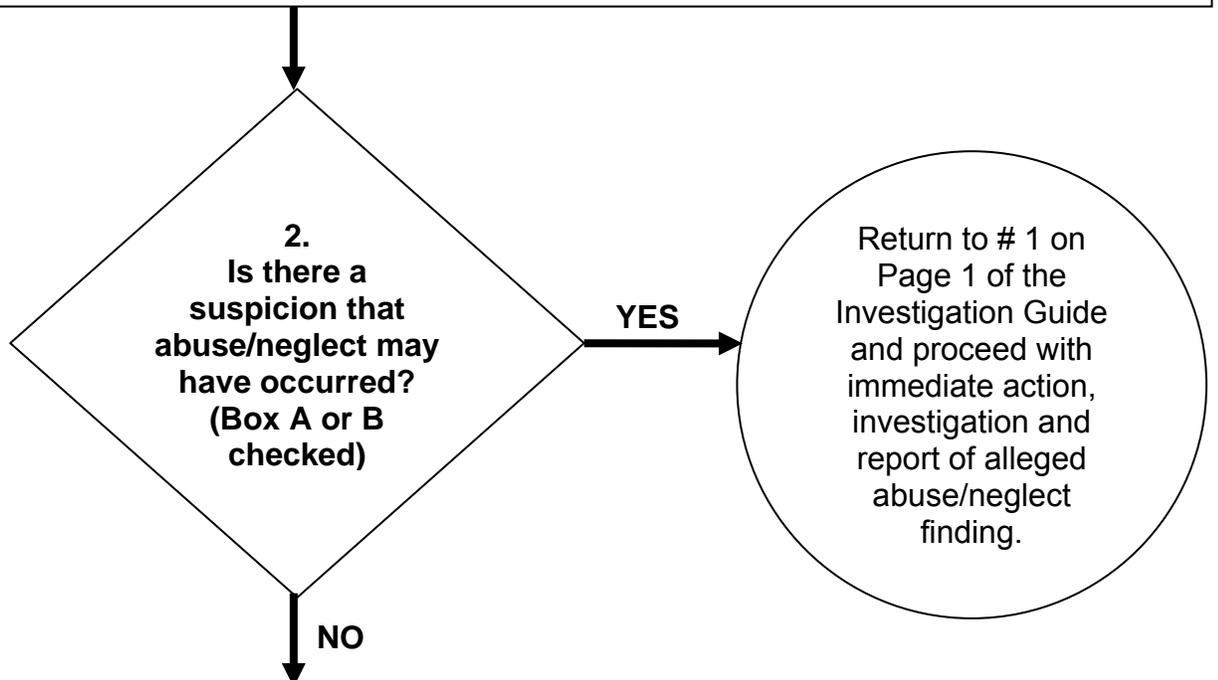
- Report the results of investigation to the administrator
- Report the results of investigation to BHS on the BHS-OPS-363* form and submit by fax with supporting documentation.
- Initiate corrective measures (if applicable) to prevent recurrence

**Facility Investigation Report - 5 Working Days (BHS-OPS-363)*



The director of nursing (or designated licensed staff) should determine the scope of investigation based on the nature of the injury and professional judgment with the following, "Is the injury suspicious:

- A. Because of the extent or location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma), or
- B. Due to the number of injuries observed at one particular point in time or the incidence of injuries over time?"



- Document summary of conclusion of investigation.
- Review the resident's plan of care and revise as necessary to prevent recurrence of injury.
- Complete determination within 24 hours of incident; no report to BHS is necessary if answers to questions 1 and 2 are "NO."