



MICHIGAN VETERAN HEALTH SYSTEM POLICY & PROCEDURES

Subject: **Member Abuse and Neglect Policy**

Policy: The Michigan Veteran Health System will promptly investigate all reports of alleged abuse, neglect, misappropriation of member property and injuries of unknown origin; and take appropriate administrative action in compliance with state and federal regulations, requirements, and standards. Prior to employment and/or providing services all State of Michigan employees, contract employees and volunteers will undergo prescreening to determine that they have not been found guilty of abusing, neglecting, or mistreating individuals by a court of law; or have not had a finding entered into an applicable state registry or with the applicable licensing authority concerning abuse, neglect, mistreatment of members or misappropriation of their property.

Definition: **Abuse categories:** verbal, mental, physical, sexual, neglect, involuntary seclusion and misappropriation of member property.

Verbal Abuse—includes but not limited to, using spoken, written or gestured language that includes insulting, offensive or disapproving terms to any member (or within his or her hearing distance), regardless of age, disability or ability to comprehend.

Mental Abuse—includes but not limited to, humiliation, harassment, and threats of punishment or deprivation.

Physical Abuse - includes hitting, slapping, pinching, and kicking. It also includes controlling behavior through corporal punishment.

Sexual Abuse - occurs when there is sexual contact and the member does not, or is not able to, provide consent.

Neglect - the failure to provide goods and services necessary to the member's physical, mental and social well-being. .

Involuntary Seclusion—separating a member from other members or from his or her room, or confining the member to his or her room or other area against the members will.

Misappropriation of Member Property— the illegal theft, misuse, or concealment of funds, property and/or assets of a member for someone else's benefit. Also including; the deliberately misplacing of a member's belongings or money and/or using a members belonging without his or her permission.

Injuries of unknown origin- Source of injury was not observed by any person or the source of the injury could not be explained by the resident; and Injury is suspicious because of the extent of the injury or the location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma) or the number of injuries observed at one particular point in time or the incidence of injuries over [time](#).

Purpose: To provide a procedure for administrative response to allegations of abuse/neglect/exploitation of members and to promote the prevention of abuse/neglect/exploitation of members.

Procedure: All employees of the MVHS, including state employees, contractor employees, and volunteers are to take the [Hand in Hand Elder Abuse Training: Module 2 "What is Elder Abuse?"](#)

The Social Service (SS) departments along with the Social Service Director/Supervisor (SSD/SSS) are to complete additional elder abuse training (see SS training policy).

All MVHS employees, including state employees, contractor employees, and volunteers, are to report all suspicions of abuse, neglect, and misappropriation of member property immediately to their unit supervisor who shall report to the members unit SS employee or SS designee (SSD) for immediate investigation. Prior to investigation, the investigator shall report the allegations of abuse and/or neglect to the Chief Operating Officer (COO) or the COO designee(s) (COOD). The SS/SSD employee will conduct investigation and report findings in writing to the COO/COOD. The COO/COOD will determine disciplinary actions and notify regulatory bodies as required. SS/SSD employee will ensure member is made aware of member rights, member advocacy groups and update care plans, and follow up as needed. (see attached).

During shifts when SS/SSD is not on-site, 2nd shift starting at 5pm and continuing on through 3rd shifts until 8:00 am Monday through Friday, it will be the nurses' job on each unit to notify COO/COOD of allegations of abuse and/or neglect, investigate and follow-up with the findings. This also

includes the 24/7 responsibility of full reporting to COO/COOD and investigations on Saturday and Sundays for the nurses on each unit when SS/SSD is not on site. SS/SSD resumes reporting to COO/COOD and investigation responsibility on Monday morning @ 8:00am.

At any time, during any shift, if anyone suspects, witness or hears of abuse and cannot find COO/COOD, supervisor or investigator to report allegations of abuse or neglect, immediately report to security and security will follow protocol.