

5 Step Process Abuse Reporting

1. Receive: Who do you receive abuse reports from?
 - a. Resident
 - b. Staff
 - c. Family
 - d. Friend
 - e. Other

2. Support: This is time to support the resident and build a rapport/trust relationship
 - a. Use your listening skills
 - b. Encourage resident to talk using open ended questions
 - c. Take as much time as is necessary during this step

3. Empower: This is the time to encourage and empower the resident to self-report abuse
 - a. Discuss importance of reporting
 - b. Discuss the impact to other residents
 - c. Explain that there are protections against retaliation

4. Permission: This is the time to obtain permission from the resident to report
 - a. Discuss confidentiality and emphasize you won't report without consent
 - b. Discuss that you will be there throughout the process
 - c. Explain the process and expectations for the investigation

5. Report: With resident permission the ombudsman makes the report of abuse to Protective Services.

Pennsylvania State Ombudsman Office

Abuse Reporting Scenarios Worksheet Scenario A

Scenario A:

Mary a resident of Happy Acres Nursing home confides in you that the night shift aides pick on her. One in particular calls her a fat pig quite often and complains that it takes two staff to lift her in and out of bed. You discuss with Mary that this is verbal abuse and that she is not expected to be subjected to this type of treatment. She tells you that she is terrified to report. She knows that if she brings attention to it, the treatment will get worse.

What Obstacles to abuse reporting do you see in this scenario?

1. _____
2. _____
3. _____
4. _____

What strategies could you attempt to reduce the obstacles to abuse reporting in this scenario?

1. _____
2. _____
3. _____
4. _____

Pennsylvania State Ombudsman Office
Abuse Reporting Scenarios Worksheet Scenario B

Scenario B:

During a personal care home visit the Ombudsman strikes up a conversation with a resident. The resident appears shy and doesn't readily reposing when the ombudsman asks her how things are going for her. The Ombudsman sits beside the resident and is quiet for several minutes. The resident starts to shake and tears stream down her face. She doesn't respond to a question from the Ombudsman so the Ombudsman continues to sit beside her. The other residents start to convene in the dining room for lunch, but the resident doesn't move. The Ombudsman asks the resident if she is hungry and she shakes her head no. So the ombudsman continues to sit beside her. The ombudsman starts to talk about the weather and the homes' garden. After an hour, the ombudsman asks the woman if she would like to share what was troubling her. The resident was very timid and shaking. She did not look at the ombudsman but started to speak very softly and it was difficult to hear her words. The resident said she had been hurt, but didn't want to talk about it. The ombudsman saw no signs of physical abuse, cuts, bruises etc. The ombudsman asked if she had been hurt in a private way. The woman started to shake her head yes, but said she is too afraid to talk about it. It took a lot of time and promises of confidentiality and many gentle words before the resident told the ombudsman that she thought a male staff person came into her room the night before and touched her. She reported that she is afraid to go to the dining room because she thinks it was the dishwasher. Regardless of what the ombudsman told the woman, she refused to report it or allow the ombudsman to report it.

What obstacles to abuse reporting do you see in this scenario?

1. _____
2. _____
3. _____
4. _____

What strategies could you attempt to reduce the obstacles to abuse reporting in this scenario?

1. _____
2. _____
3. _____
4. _____

Pennsylvania State Ombudsman Office

Abuse Reporting Scenarios Worksheet Scenario C

Scenario C:

A resident has several bruises, one of which looks like a handprint around her arm, during the visit the ombudsman inquires as to what happened. At first the resident who is very familiar with the ombudsman changes the subject, then when the ombudsman asks about it again she hesitates, but begins to cry and explain that one of the staff is very rough with her during care and has threatened her that it will get worse if she tells anyone, she told her that no one will believe an old lady with dementia that no one even comes to visit or cares about. The ombudsman tries to reassure the resident and explains that a report should be made to Older Adult Protective Services; the resident is too afraid and will not give the ombudsman permission to report this to anyone. She turned her head away from the ombudsman and requested that she leave and continues to cry into her pillow.

What obstacles to abuse reporting do you see in this scenario?

1. _____
2. _____
3. _____
4. _____

What strategies could you attempt to reduce the obstacles to abuse reporting in this scenario?

1. _____
2. _____
3. _____
4. _____

Pennsylvania State Ombudsman Office
Abuse Reporting Scenarios Worksheet Scenario D

Scenario D:

The Ombudsman at a small AAA receives a referral about a long-term care resident and calls the resident to set up an appointment to discuss his concerns. A colleague, sitting in the adjacent cube, overhears the ombudsman and comes over to the ombudsman's cube. The colleague works in Protective Services and has just received a Report of Need for a resident with the same last name. The colleague wants to know details about your referral and telephone conversation, he believes they are the same person and the colleague might be able to gain relevant and helpful information. The ombudsman tells her colleague that she is not permitted to verify the identity nor discuss the case with anyone who is not a certified ombudsman. The PS staff person is insulted. She says that she cannot believe that she is being told this and it is ridiculous. The Ombudsman goes on to explain that she would have to meet and obtain the consent of the resident to report or share information. The ombudsman is not invited to lunch that day with a group of staff people and because the ombudsman supervisor also covers the PS program the ombudsman does not report the problem to the supervisor.

What obstacles to abuse reporting do you see in this scenario?

1. _____
2. _____
3. _____
4. _____

What strategies could you attempt to reduce the obstacles to abuse reporting in this scenario?

1. _____
2. _____
3. _____
4. _____

Pennsylvania State Ombudsman Office

Abuse Reporting Scenarios Worksheet Scenario E

Scenario E:

A local ombudsman conducts a standard visit at a facility. During the visit, the ombudsman overhears what sounds like a daughter manipulating her mother (resident) into signing paperwork transferring ownership of her home to the daughter. The ombudsman decides to interrupt the conversation by knocking on the door of the room, and introducing themselves to the daughter and the resident. The daughter asks a few questions about the ombudsman program, thanks the ombudsman for stopping by, and then says she needs to head to work and leaves. After the daughter leaves, the ombudsman tells the resident that he overheard the earlier conversation. The resident confirms that the daughter is trying to make her transfer ownership and the daughter has threatened the resident for not signing in the past. In addition the resident says that the daughter has taken funds from her bank accounts without her permission. She says she is grateful that the ombudsman interrupted. The ombudsman explains that this is a reportable situation and how Protective Services could assist. The resident says thank you but she does not in any way want to get her daughter in trouble.

What obstacles to abuse reporting do you see in this scenario?

1. _____
2. _____
3. _____
4. _____

What strategies could you attempt to reduce the obstacles to abuse reporting in this scenario?

1. _____
2. _____
3. _____
4. _____

Pennsylvania Ombudsman Office

Abuse Reporting for Ombudsman True/False Quiz

	True	False
1. Abuse reporting is mandatory for all ombudsmen in Pennsylvania?	_____	_____
2. Ombudsman take all reports of abuse in facilities in Pennsylvania?	_____	_____
3. Ombudsman conduct abuse investigations and submit their findings to Older Adult Protective Services?	_____	_____
4. Ombudsmen are consumer directed and only report with the consent of the consumer?	_____	_____
5. Facility employees are mandated reporters of abuse in Pennsylvania?	_____	_____
6. If a consumer is unable, due to incapacity, to report abuse, the ombudsman may take appropriate steps to resolve the matter to ensure the safety and welfare of the residents?	_____	_____
7. Ombudsmen open a case when a complaint alleging abuse comes to their attention?	_____	_____
8. When a consumer does not want to report abuse, we should work to build rapport and encourage them to report when they are comfortable to do so?	_____	_____
9. The State Ombudsman Office has staff to assist you when you need technical assistance?	_____	_____