



# Indiana PathWays for Aging Health, Safety and Welfare Education Training

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# Training overview



Overview of terms and definitions



Abuse, neglect and exploitation



Prevention, detection and intervention measures

# Important terms and definitions

## Abuse

Knowing or intentionally touching another person in a rude, insolent or angry manner, including placement of any bodily fluid or waste on another person. Also referred to as “battery.”

## Neglect

Failure to provide adequate food, clothing, shelter or medical care for the endangered adult by the person responsible to care for the endangered adult.

## Exploitation

A person or caregiver recklessly, knowingly or intentionally exerting unauthorized use of personal services or property intended for an endangered adult or a dependent 18 or older for the person’s or caregiver’s own profit or advantage, or the profit or advantage of another individual.

## Endangered adult

An individual at least 18 or older who, by reason of mental illness, intellectual disability, dementia, habitual drunkenness, excessive drug use or other physical or mental incapacity, is incapable of managing or directing the management of their property or providing self-care and who is harmed or threatened with harm due to neglect, battery or exploitation of the individual’s personal services or property.

# Potential abuse indicators

## Physical

- Sprains, dislocations, fractures
- Burns
- Abrasions
- Cuts, lacerations, puncture wounds
- Internal injuries evidenced by pain, difficulty functioning or bleeding
- Bruises, welts or discolorations
- Injuries healing through secondary intention indicating member did not receive appropriate treatment

## Sexual

- Vaginal or anal pain, irritation or bleeding
- Bruising on external genitalia, inner thighs, abdomen or pelvis
- Difficulty walking or sitting
- Stained or bloody underclothing
- Sexually transmitted diseases
- Urinary tract infections
- Signs of psychological trauma

# Neglect

## Potential indicators:

- Weight loss that cannot be explained by other causes
- Lack of toileting that causes incontinence
- Member sitting in own urine and feces
- Increased falls and agitation
- Indignity and skin breakdown
- Uncommon pressure ulcers
- Evidence of inadequate or inappropriate use of medication
- Neglect of personal hygiene; emotional withdrawal
- Lack of assistance with eating, drinking, walking, bathing and participating in activities
- Little or no response to member's requests for personal assistance

# Exploitation

## **Potential indicators:**

- Caregiver's excessive interest in the amount of money spent on the member
- Missing property
- Suspicious signatures on checks and/or documents
- Absence of documentation regarding financial arrangements
- Implausible explanations about the member's finances
- Member is unaware of or does not understand financial arrangement made on their behalf
- Unpaid bills
- Family and/or caregiver behavior, attitude or demeanor toward the member or the member's situation

# Prevention



## **Member deemed at risk for abuse or neglect without signs or symptoms:**

Utilize specific interventions in the care plan to reduce risk. Take notice of any signs of trauma, comments from the member or behaviors that indicate abuse and/or neglect.



## **Suspicion of abuse, neglect or exploitation:**

Work with the member's Humana care manager via the Integrated Care team.



**Contact Provider Services at 866-274-2888 (TTY: 711), Monday – Friday, 8 a.m. – 8 p.m., Eastern time, or your dedicated provider engagement representative with any questions or concerns.**

# Intervention



## **Interventions tailored to member's particular risk factor(s)**

- Increase in-person care-coordination visits
- Increase member education
- Alert the member's providers
- Increase vigilance and surveillance
- Offer/obtain respite for unpaid caregivers
- Increase social support for the member
- Include community activities or resources (e.g., senior center, worship)
- Refer the member to mental health/substance use disorder treatment
- Refer the member to social service agency

Thank you





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