

HEALTH AWARENESS SERIES

Report Caregivers for Wrong Actions





Who is a caregiver?

- A parent
 - Someone who is paid to help with daily activities in the home:
 - Attendant
 - Nurse aide
 - Home health worker
 - Nursing home staff
 - Hospital staff
-

What is a critical incident?

When a caregiver is suspected of harming the person in their care:

- Physical, mental, or sexual abuse
- Neglect
- Theft or financial harm
- Severe injury
- Inappropriate or unprofessional behavior
- Not doing their job
- Unexpected death





What is an unexpected death?

An unexpected death happens when someone:

- Is found dead in their home.
- Dies in the emergency room or hospital after a sudden illness or injury.

An expected death happens when someone:

- Has a long illness or chronic condition that requires hospital or hospice care.
- Is in the hospital for a condition and develops problems related to that condition.

What is physical abuse?

Physical abuse is not an accident. The caregiver intends to cause a:

- Physical injury
- Restraint injury

Watch to see if the person in their care:

- Has repeated, unexplained, or unlikely injuries.
- Is injured but not given medical care right away.



What is neglect?

The caregiver intends to cause pain, injury, or mental anguish by failing to provide:

- Medical care, needed medicine
- Food or water, enough food in the home
- Personal care or personal care items
- Supervision



What is neglect?

Watch to see if the person in their care:

- Has not been given the correct amount of medicine.
- Is hungry or thirsty.
- Is not clean.
- Doesn't have needed items.
- Has been left alone.





What is sexual abuse?

The caregiver abuses a person in their care by:

- Forcing, tricking, or threatening the person into sexual activity.
- Touching the person in an unacceptable way.

Watch to see if the person in their care:

- Shows fear around the caregiver.
- Refuses personal care.

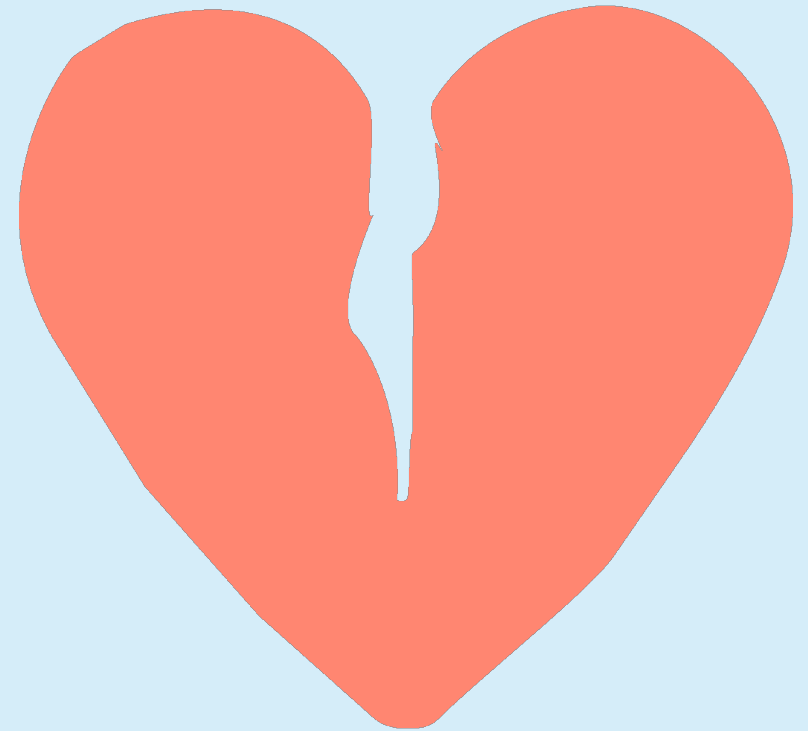
What is mental abuse?

The caregiver intends to cause mental or emotional pain by:

- Giving too much medicine or sedating.
- Keeping other people away.
- Not respecting religious, dietary, or holiday preferences.

Watch to see if the person in their care:

- Expresses feelings of depression, hopelessness, or helplessness.
- Talks about suicide.



What is serious injury?

The caregiver may seriously injure a person in their care. Examples are:

- Broken bones
- Burns
- Cuts that need stitches
- Concussion and head injury





What is theft or other financial harm?

Theft:

- Personal belongings are taken.
- Money, medication, credit cards, or other items are taken or used by the caregiver.

Financial harm:

Illegal or improper use, control over, or withholding of property, income, resources, or trust funds.

What is inappropriate conduct?

Examples:

- Yelling
- Unacceptable touching
- Having an affair
- Refusing to do one's job properly



What should you do?



If a critical incident occurs, **report it!**

Call **911**
if it is an
emergency.

Call Member
Services
to report an
incident:
1-844-325-6251

Call your
Case Manager
or Care
Coordinator
to report an
incident.

Questions?



More Information from Highmark Health Options



Help When You Need It

Call the 24-Hour
Nurse Line

1-844-325-6251

24/7 Virtual Visits at
HHOontheGo.com

Use the Provider Directory



Health Awareness Series

Mar. 29

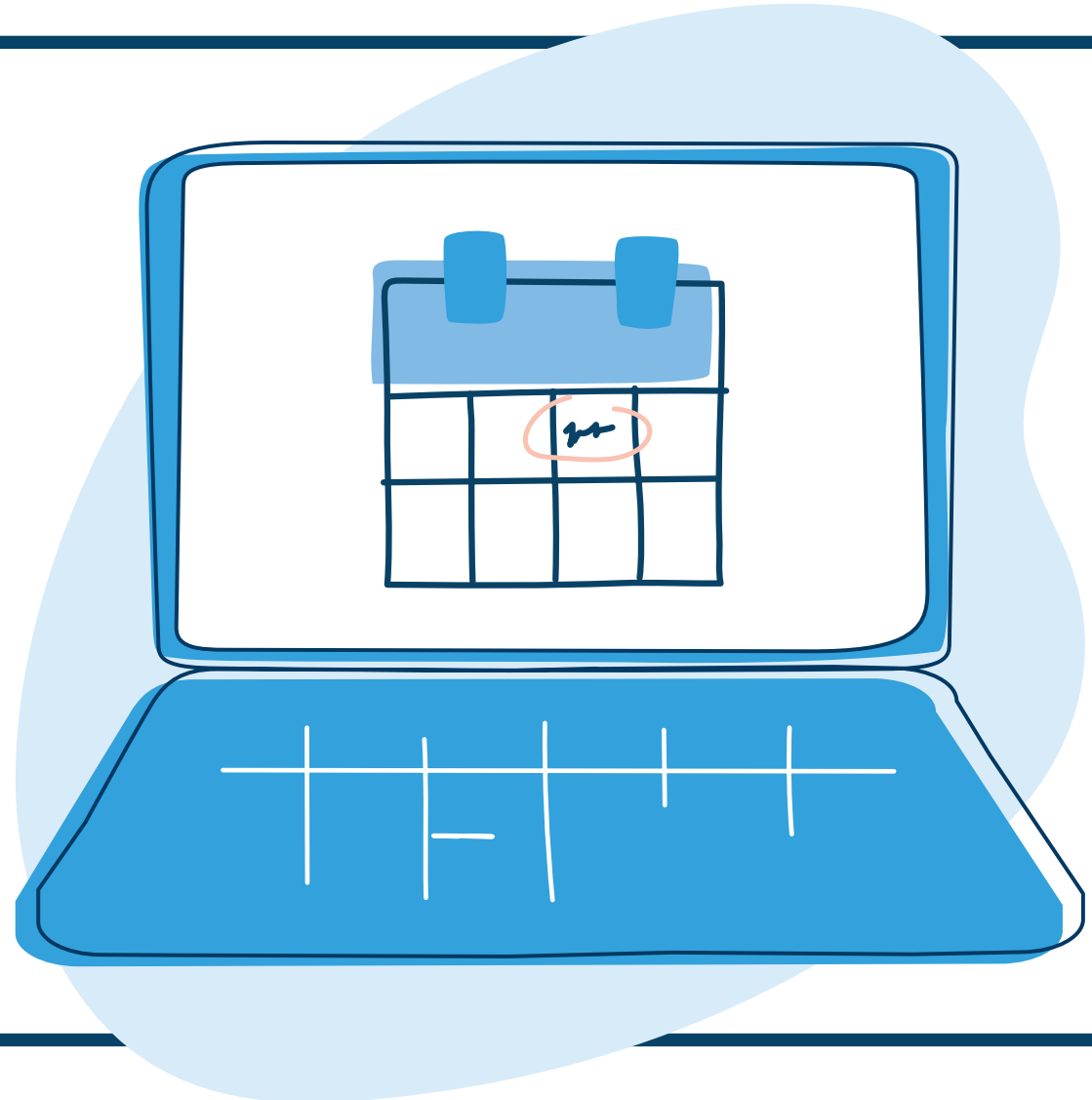
Healthy Eating and Physical Activity

April 26

Mental Health and Drug and Alcohol Services

May 31

New Vision and Hearing Benefits



Member Advisory Council

We want you –

in the Member Advisory Council (MAC), that is.

To join the MAC, fill out the form at hho.fyi/mac or call a Member Advocate at **1-855-430-9852**.

