

# POLICY MANUAL

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**Subject:** Patient Abuse, Neglect or Exploitation

**Effective Date:** 2/1/94

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**Initiated By:** Cinde Stewart  
QI Coordinator

**Approved By:** James B. Moore  
Chief Executive Officer

**Review Dates:** 11/8/95 CSF 05/09 BLA  
01/10 Committee, 02/11 Committee  
10/12 Committee,

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12/20/02 CSF 12/08 DNF 5/09 DNF, 02/12 DNF  
07/13 CRB, 2/14 CRB

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## POLICY:

Cumberland Heights requires staff to report suspected or identified patient abuse, neglect or exploitation to the appropriate authorities (as identified below). Cumberland Heights also does not tolerate patient abuse or neglect of any kind by employees or its contractors and employs the strongest of measures to prevent such occurrences to include immediate suspension and/or termination.

## PROCEDURE:

1. If a patient or family member report abuse, neglect or exploitation, the staff member is to notify his/her supervisor who will notify QM Director or designee. If the report is for domestic abuse, the QM Director or designee will enter information on the TN Vital Statistics website.
2. In cases of suspected child abuse, neglect or exploitation, the staff member with the supervisor's assistance, will file a report with the Department of Children's services.
3. If the suspected abuse, neglect or exploitation is by the parent or guardian of a youth patient, that person is informed of CH's obligation to report this and is encouraged to self report to authorities.
4. If an adult patient reports abuse, neglect or exploitation, he/she is encouraged to self report to authorities. Staff may assist patient as needed. Patient is also given contact numbers of local resources.
5. If a staff member observes or receives a report from any source that a patient has been neglected or abused by an employee of CH, that staff member is to report the information to his/her supervisor immediately.
6. The program supervisor, in conjunction with the Physician on Call shall immediately initiate whatever action necessary to remove the patient(s) from danger, including employee suspension if indicated.
7. The supervisor and/or Executive Manager involved shall notify the Quality Management Director or designee, HR Director, the Medical Director or physician on call and the Supervising Executive of the Department.
8. The supervisor, HR and QM personnel shall begin an investigation immediately, collecting information from all involved parties.
9. Investigation results and recommendations are reported to the Executive Management Team.
10. After reviewing the data gathered in the investigation, the Executive Management Team shall make a decision regarding correction action and report the pertinent details to the Executive Committee and the Board of Directors.

11. Because the potential conflicts between reporting to outside authorities and the Federal Confidentiality regulations, managers and staff shall consult with the Quality Management Director and/or Executive Management prior to making such a report. Legal counsel is consulted as needed.
12. Abuse and/or neglect will be reported to the appropriate state agency as per applicable law and regulation.
13. An unplanned occurrence report shall be completed and submitted to QM within 24 hours of report of abuse, neglect, or exploitation.

## **Resources List for Abuse and Exploitation**

### **CHILD ABUSE:**

**To Report:** Department of Children's Services 24 Hour Reporting Hotline

1-877-237-0004

<https://reportabuse.state.tn.us/>

### **Other Resources:**

Rape and Sexual and Abuse Center	615-259-9055
Crisis Intervention Center	615-244-7444
TN Parent Hotline	1-800-356-6767

### **DOMESTIC VIOLENCE:**

#### **To Report:**

1. In Nashville: Metropolitan Police Department Domestic Violence Division: 880-3000 8A-10P; 862-8600 after 10P
2. In Another City/County: Local Police or Sheriff's Department (Metro PD DV can assist)

### **Resources**

Tennessee Domestic Violence Hotline      1-800-356-6767

### **Shelters:**

YWCA Shelter Hotline	615-242-1199
Morning Star	615-860-0003

### **Tennessee Department of Mental Health and Substance Abuse Services:**

Jackson/West TN 951 Court Avenue Memphis, TN 38103 (901) 543-7442	Nashville/Middle TN 500 Deadrick St 5 <sup>th</sup> Floor Nashville, Tennessee 37243 (615) 532-6500	Chattanooga/East TN 520 W Summit Hill Dr. Suite 301 Knoxville, TN 37902 (865) 594-6551
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