

# SHC Abuse Module

## 1. SHC Abuse

### 1.1 Abuse



### 1.2 Introduction

**Abuse: Introduction**

This course reviews key aspects of *Abuse* that SHC staff might see and the steps to be taken if they see or suspect abuse.

Remember:

- The "*Check Your Knowledge*" questions are NOT scored; go ahead and guess.
- The Post Test is scored and a final score given.
- 90% is needed to pass the *Abuse* module.

## 1.3 Learning Objectives

### Abuse: Learning Objectives



When you complete this online course, you will be able to:

- Identify the types of abuse
- Recognize signs and symptoms of abuse
- Describe how to care for abused patient (*chain of evidence, psychological & physical needs*)
- Identify when to report abuse
- Recognize who to contact for assistance
- Identify resources available.

**Note:** certain topics covered are for staff roles of *licensed* care providers (e.g. nurses, APPs, etc.) and will be highlight in the course.

## 1.4 Facts about Abuse

### Abuse: Facts about Abuse

#### Abuse in the United States



- At least *1 in 5 women* will suffer physical/sexual abuse by a family member or partner
- The *leading cause of death in pregnancy* is **homicide**
- *20% of female* and *10% of male children* are sexually abused
- Seeing abuse in the home causes health and school problems in children
- A high percentage of children who are abused become abusers themselves
- Little is known about abused men
- *90% of elder abusers* are **family members**
- Dependent adults have a high rate of sexual abuse by caregivers

## 1.5 CYK- In many cases abuse is a cycle of increasing harm.


(Multiple Response, 0 points, 1 attempt permitted)

**Check Your Knowledge: Types of Abuse**

In many cases abuse is a cycle of increasing harm.

Abuse can be: *(Select all that apply)*

- emotional or psychological
- physical
- sexual
- financial
- neglect or isolation
- abandonment



Select **submit** after you make a choice(s).

Correct	Choice
X	emotional or psychological
X	physical
X	sexual
X	financial
X	neglect or isolation
X	abandonment

### Feedback when correct:

All of the answers listed are types of abuse.

Neglect is a form of abuse that is the failure to care for another or oneself properly.

Abuse and neglect can be found in all socioeconomic (wealth) groups, including nurses, doctors, and other hospital workers.

**Feedback when incorrect:**

All of the answers listed are types of abuse.

Neglect is a form of abuse that is the failure to care for another or oneself properly.

Abuse and neglect can be found in all socioeconomic (wealth) groups, including nurses, doctors, and other hospital workers.

**Correct (Slide Layer)**

**Check Your Knowledge: Types of Abuse**

In many cases abuse is a cycle of increasing harm.

Abuse can be categorized into several types:

- emotional
- physical
- sexual
- financial
- neglect
- abandonment

**Correct**

All of the answers listed are types of abuse.

**Neglect** is a form of abuse that is the failure to care for another or oneself properly.

Abuse and neglect can be found in all socioeconomic (wealth) groups, including nurses, doctors, and other hospital workers.

Continue

Select submit after you make a choice(s).

## Incorrect (Slide Layer)

**Check Your Knowledge: Types of Abuse**

In many cases abuse is a cycle of increasing harm.

Abuse can be:

- emotional
- physical
- sexual
- financial
- neglect
- abandonment

Incorrect

All of the answers listed are types of abuse.

**Neglect** is a **form of abuse** that is the *failure to care for another or oneself properly*.

Abuse and neglect can be found in *all socioeconomic (wealth) groups*, including nurses, doctors, and other hospital workers.

*Select **submit** after you make a choice(s).*

## 1.6 Abuse and neglect

**Abuse: Abuse and Neglect**

Abuse and neglect can cause:



- **physical injuries.**
- **psychological harm** such as:
  - depression.
  - anxiety .
  - post traumatic stress disorder.
- **existing medical conditions worsen** due to neglect, or the stress from abuse.
- Stress from abuse may have **physiological effects**: headaches, stomachaches, difficulty sleeping.

## 1.7 Legal issues

### Abuse: Legal Issues and Reporting

Because abuse is so widespread, *California state law* and the *Joint Commission require* that hospitals and clinics:



- **screen** for domestic abuse on a routine basis.
- **report** in certain circumstances.
- **educate** staff.
- **provide patient referral materials**.

#### Who reports?

- **Clinicians** are "*mandated*" (*required*) reporters for all forms of abuse and neglect.
- There are **legal penalties** for **failure to report** abuse and neglect.

## 1.8 Types of abuse

### Abuse: Types of Abuse

**Select** the 4 boxes to learn about the different types of abuse.

## Warning (Slide Layer)

Abuse: Types of Abuse

Select the 4 boxes to learn about the different types of abuse.

Please click each box before clicking Next.

## child (Slide Layer)


Abuse: Types of Abuse

Select the 4 boxes to learn about the different types of abuse.

**Child Abuse** (based on California Penal Code)

*Child abuse is defined to include:*

- intentional physical injury to a child **less than 18 years of age**, inflicted by another
- sexual abuse
- neglect
- permitting to be or willfully endangering the person or health of a child
- unjustifiable physical pain or mental suffering
- unlawful corporal punishment
- abuse or neglect in out-of-home care




## domestic (Slide Layer)

**Abuse: Types of Abuse**

*Select* the 4 boxes to learn about the different types of abuse.

**Intimate Partner Violence**

Intimate Partner Violence is an increasing pattern of abuse where one partner in an intimate relationship *controls the other* through force, intimidation, or the threat of violence.



When the actions results in injury by *firearm, assault or abusive conduct, sexual assault or rape, or elder or dependent abuse, it becomes a mandated report.*

## elder (Slide Layer)


**Abuse: Types of Abuse**

*Select* the 4 boxes to learn about the different types of abuse.

**Elder abuse**

*Elder abuse* is harm to someone age 60 or older thought to be a victim of:

- physical harm or pain
- mental suffering
- deprivation by a care custodian of goods or services that are needed to avoid physical harm or mental suffering.





## dependent (Slide Layer)

### Abuse: Types of Abuse

*Select* the 4 boxes to learn about the different types of abuse.

#### Dependent adult abuse

*Dependent adult* abuse is harm to someone age 18 - 59, with physical or mental limitations that limit their ability to carry out normal activities or to protect their rights, including, but not limited to, persons:



- who have physical or developmental disabilities
- whose physical or mental skills have decreased because of age.

## 1.9 Physical Abuse

### Abuse: Physical Abuse

Possible signs of physical abuse:



- **Bruises** - especially in different phases of healing
- **Defensive injuries** on forearms - welts, scratches, lacerations
- **Burns** - cigarette, immersion, pattern of hot object
- **Fractures**
- **Injuries** to head, face, oral cavity, neck
- **Blunt trauma** to trunk
- **Injuries:**
  - that *don't* fit stated history
  - where the *history keeps changing*
  - where there was a *delay in seeking care*
  - where there is a *pattern of ED visits*

## 1.10 Sexual abuse

### Abuse: Sexual Abuse

Possible signs of sexual abuse include:



- difficulty walking or sitting.
- torn, stained, bloody underclothing.
- pain or itching in the genital area.
- bruises or bleeding in external genitalia, vagina or anal area.

## 1.11 CYK: Signs of neglect

(Multiple Response, 0 points, 1 attempt permitted)

### Check Your Knowledge: Signs of Neglect

Which of the following are possible signs of neglect?

(Select all that apply)

- Lack of needed care for medical problems or injuries
- Isolation
- Dressed wrong for weather
- Bruises or torn clothing
- Under dosing medication
- Dehydration
- Pressure injuries
- Poor hygiene

Select **submit** after you make a choice(s).

Correct	Choice
X	Lack of needed care for medical problems or injuries
X	Isolation
X	Dressed wrong for weather
	Bruises or torn clothing
X	Under dosing medication
X	Dehydration
X	Pressure injuries
X	Poor hygiene

**Feedback when correct:**

All but one are signs of neglect.

Lack of needed care for medical problems or injuries

Poor hygiene

Dressed inappropriately for weather

Isolation, or non-medical failure to thrive

Over or under dosing medication

Malnutrition or dehydration

Pressure injuries

Bruises and torn clothing are signs of abuse.

**Feedback when incorrect:**

All but one are signs of neglect.

Lack of needed care for medical problems or injuries

Poor hygiene

Dressed wrong for weather

Isolation, or non-medical failure to thrive

Over or under dosing medication

Malnutrition or dehydration

Pressure injuries

Bruises and torn clothing are signs of abuse.

### Correct (Slide Layer)

**Check Your Knowledge: Signs of Neglect**

Which of the following are possible signs of neglect?

(Select all that apply)

- Lack of needed care for medical problems or injuries
- Isolation, or non-medical failure to thrive
- Dressed inappropriately for weather
- Bruises and torn clothing
- Over or under dosing medication
- Malnutrition or dehydration
- Pressure injuries
- Poor hygiene

**Correct** Continue

All **but one** are signs of neglect.

- Lack of needed care for medical problems or injuries
- Poor hygiene
- Dressed inappropriately for weather
- Isolation, or non-medical failure to thrive
- *Over or under dosing medication*
- *Malnutrition or dehydration*
- Pressure injuries

*Bruises and torn clothing* are signs of **abuse**.

Select **submit** after you make a choice(s).

## Incorrect (Slide Layer)

**Check Your Knowledge: Signs of Neglect**

Which of the following are possible signs of neglect?  
(Select all that apply)

- Lack of needed care for medical problems or injuries
- Isolation, or non-medical failure to thrive
- Dressed wrong for weather
- Bruises and torn clothing
- Underdosing medication
- Malnutrition or dehydration
- Pressure injuries
- Poor hygiene

**Incorrect** Continue

All **but one** are signs of neglect.

- Lack of needed care for medical problems or injuries
- Poor hygiene
- Dressed wrong for weather
- Isolation, or non-medical failure to thrive
- *Over or under dosing medication*
- *Malnutrition or dehydration*
- Pressure injuries

*Bruises and torn clothing* are signs of **abuse**.

Select **submit** after you make a choice(s).

## 1.12 Child abuse

**Abuse: Child Abuse**

Behaviors that may show signs of child abuse include:



- Poor school work
- Withdrawn
- Regression or bed wetting
- Fearful of adults
- Nightmares
- Anger, acting out
- Sexually suggestive behavior

## 1.13 Adult abuse

### Abuse: Adult Abuse

Possible behaviors of an adult who has been abused:



- “*Hiding*” bruises with heavy makeup, sunglasses, long sleeves
- Fearful
- Lack of eye contact
- Withdrawal to touch
- Startles (*is surprised*) easily
- Very anxious or “*zoned out*” during exams or procedures (*the person may be having flashbacks of physical or sexual abuse*)
- Unusually agitated or highly emotional
- Overprotective
- Guarded when interacting with others

## 1.14 Abuser

### Abuse: The Abuser

An **abuser** may act in the following way:



The **abuser** is the person *who is doing* the abuse.

- *Refuse to leave patient's side*
- *Act overly concerned*
- *Does not allow the patient to answer questions for themselves*
- *Seem hostile, demanding, controlling*


**With the abuser around** the patient may:

- *Seem reluctant to speak or disagree*
- *Seem physically afraid*
- *Seem more withdrawn or have a sudden change in mood*

## 1.15 Assessing Abuse

**Abuse: Assessing Abuse**

*Select* each pictures to learn about assessing patients for abuse.




**Note:** do not ask about "domestic violence"

Assessing patients is done by licensed care providers

### Warning (Slide Layer)

**Abuse: Assessing Abuse**

*Select* each pictures to learn about assessing patients for abuse.





**Note:** do not ask about "domestic violence"

Please click each image before clicking Next. Assessing patients is done by licensed care providers

## 1 (Slide Layer)

### Abuse: Assessing Abuse

**Select** each pictures to learn about assessing patients for abuse.



Inpatient and ED intake includes *screening for abuse on admission*.

Licensed staff should say *"I need to ask you another question that we routinely ask all of our patients...."* then ask the following question (*exactly as worded*)


***"Does a partner, or anyone at home, hurt, hit or threaten you?"***

- Ask the question in a *calm, matter of fact way*
- ***Ask privately*** whenever possible:
  - find a moment *when the patient is alone*, without asking the family to leave
  - you may need to *show the patient a written question*
  - if family is present or you are more comfortable *tell next shift if you were unable to ask*

## 2 (Slide Layer)

### Abuse: Assessing Abuse

**Select** each pictures to learn about assessing patients for abuse.



**During hospital stay, injuries, patient behavior, or family/caregiver actions may alert you to abuse.**

When alone with the patient *you may also ask:*

*"How are things going at home?"*

*"How does your partner/caregiver treat you?"*

*"Are you afraid of anyone at home?"*

*"Has anyone failed to take care of you when you needed help?"*

*"Sometimes when I see an injury like this it is because someone else caused it. Did someone do this to you?"*



## 1.16 CYK: Suspect Abuse


(Multiple Choice, 0 points, 1 attempt permitted)

**Check Your Knowledge: Suspect Abuse**

You are *suspicious of an abusive situation* with one of your inpatients, even though they denied abuse on the screening question.

What action should you **NOT** take:

- ask different open ended questions about relationships and care when the patient is alone.
- confront the patient to help them overcome their fear-  
"You're being abused aren't you?"
- alert nursing supervisor (NS) and MD about your concerns.
- contact Social Work to make sure there is a safe discharge plan.



Select **submit** after you make a choice.

Correct	Choice	Feedback
	ask different open ended questions about relationships and care when the patient is alone.	You should ask different open ended questions when alone with the patient.
X	confront the patient to help them overcome their fear- "You're being abused aren't you?"	You should NOT confront the patient and tell them you think they have been abused.
	alert nursing supervisor (NS) and MD about your concerns.	You should call the NS and a physician about your concerns.
	contact Social Work to make sure there is a safe discharge plan.	You should place a consult to Social Worker to help make sure there is a safe discharge plan in place.

## Incorrect (Slide Layer)

**Check Your Knowledge: Suspect Abuse**

You are *suspicious of an abusive situation* with one of your inpatients, even though they denied abuse on the screening question.


What action should you take?

- ask different questions about the relationship.
- confront the patient and say "You're being abused."
- alert nursing supervisor (NS) and MD about your concerns.
- contact Social Work to make sure there is a safe discharge plan.

**Incorrect**

You **should** ask different open ended questions when alone with the patient.

*Select submit* after you make a choice.



## Correct (Slide Layer)

**Check Your Knowledge: Suspect Abuse**

You are *suspicious of an abusive situation* with one of your inpatients, even though they denied abuse on the screening question.


What action should you take?

- ask different questions about the relationship.
- confront the patient and say "You're being abused."
- alert nursing supervisor (NS) and MD about your concerns.
- contact Social Work to make sure there is a safe discharge plan.

**Correct**

You should **NOT** confront the patient and tell them you think they have been abused.

*Select submit* after you make a choice.



## Incorrect (Slide Layer)

**Check Your Knowledge: Suspect Abuse**

You are *suspicious of an abusive situation* with one of your inpatients, even though they denied abuse on the screening question.

What action should you take?


- ask different questions to determine the relationship.
- confront the patient and say, "You're being abusive."
- alert nursing supervisor (NS) and MD about your concerns.
- contact Social Work to make sure there is a safe discharge plan.

*Select submit* after you make a choice.

Incorrect

You **should** call the NS and a physician about your concerns.

Continue



## contact Social Work to make sure there is a safe discharge plan. (Slide Layer)

**Check Your Knowledge: Suspect Abuse**

You are *suspicious of an abusive situation* with one of your inpatients, even though they denied abuse on the screening question.

What action should you take?

- ask different questions to determine the relationship.
- confront the patient and say, "You're being abusive."
- alert nursing supervisor (NS) and MD about your concerns.
- contact Social Work to make sure there is a safe discharge plan.

*Select submit* after you make a choice.

Incorrect

You **should** place a consult to Social Worker to help make sure there is a safe discharge plan in place.

Continue



## 1.17 Won't tell about abuse

### Abuse: Why Patients Do Not Tell

95% of abused patients *do not tell* about the abuse.



Some of the reasons not talking about the abuse or telling others include:

- **Embarrassment** or shame
- **Financial** or **immigration** issues
- **Extreme religious, cultural, or family pressure** to “*make it work*” or not discuss outside the extended family
- **Psychological abuse** - *feeling worthless, helpless, isolated, that no one cares, that no one will believe them*

## 1.18 Won't tell about abuse

### Abuse: Why Patients May Not Tell

In addition, patients may not tell about abuse due to threats from abuser to:



- **withhold food or medication**, especially pain meds.
- **place patient in a nursing home or institution.**
- **hurt the patient** with *physical or sexual violence*, including death threats.
- **physically harm** or **abduct** the children.

## 1.19 Asking About Abuse

### Abuse: Asking About Abuse

If most patients don't tell, then why do we ask? Asking:



- Reduces sense of isolation
- Helps patient understand:
  - that his/her medical condition/health can be affected by the abuse (*motivates change*)
  - that *there are options*
  - that this is a *safe place to get help* - we care

Privacy and safety of healthcare setting may encourage the patient to *tell or seek help*.

- It may take time and development of trust for the patient/family member to speak up.

## 1.20 Pt tells about abuse

### Abuse: Patient Reports Abuse




What should you do if a patient tells you they have been abused?

You should:

## say (Slide Layer)

Abuse: Patient Reports Abuse



What should you do if a patient tells you they have been abused?

You should:

Talk to the patient in a nonjudgmental and supportive manner- *avoid blame*.


Examples of things you can say include:

- No one deserves to be treated this way
- It is not your fault
- It is against the law
- I believe you
- I am sorry you have been hurt
- We are Mandated Reporters in the hospital and have to make sure you have support in place for your safety (i.e. consulting Social Work and the appropriate authorities)

Next

## social worker (Slide Layer)

Abuse: Patient Reports Abuse



What should you do if a patient tells you they have been abused?

You should:

Contact Social Work- they can assist with:


- evaluation
- placement
- well-being and safety assessment
- coordinate follow up

**Remember** it takes courage for a patient to tell about abuse, since most abused patients are too afraid or ashamed.

Next

## required reporting (Slide Layer)

Abuse: Patient Reports Abuse



What should you do if a patient tells you they have been abused?

You should:

Report the abuse. *Licensed clinical providers* **MUST** report abuse upon learning of suspected abuse.

- Work with Social Work for guidance if needed.
- Reach out to the assigned Social Worker in the hospital issued phones (*Voalte*) or contact the Main Office for Social Work & Case Management 650-723-5091.
- Remember **both** a *phone call* and *written report* is required to meet the mandated reporter duties.


### 1.21 CYK: Suspect Abuse

(Multiple Choice, 0 points, 1 attempt permitted)

Check Your Knowledge: Reporting Abuse

When should healthcare workers report elder abuse?

- when they know for sure from lab tests.
- only if the patient tells about abuse.
- if there is a reasonable suspicion.
- only if injuries are present.



Select **submit** after you make a choice.

Correct	Choice	Feedback
	when they know for sure from lab tests.	<p>You do not need lab test to report elder abuse.</p> <p>All you need is reasonable suspicion.</p> <p>You need to report abuse right away after getting information about abuse and within 2 business/working days.</p>
	only if the patient tells about abuse.	<p>You do not need the patient to tell you about abuse to report elder abuse.</p> <p>All you need is reasonable suspicion.</p> <p>You need to report abuse right away after getting information about abuse and within 2 business/working days.</p>
X	if there is a reasonable suspicion.	<p>All you need is reasonable suspicion to report elder abuse.</p> <p>County APS office or Law Enforcement will look further into the report of potential / actual abuse.</p>
	only if injuries are present.	<p>You do not need to see injuries to report elder abuse.</p> <p>All you need is reasonable suspicion.</p> <p>You need to report abuse right away after getting information about abuse and within 2 business/working days.</p>



## Incorrect (Slide Layer)

Check Your Knowledge: Reporting Abuse

When should healthcare workers report elder abuse?

when t

only if

if there

only if

Incorrect

You **do not need** lab test to report elder abuse.

All you need is **reasonable suspicion**.

- You need to report abuse **right away** after getting information about abuse and within 2 business/working days.

Continue



Select **submit** after you make a choice.

## Incorrect (Slide Layer)

Check Your Knowledge: Reporting Abuse

When should healthcare workers report elder abuse?

when t

only if

if there

only if


Incorrect

You **do not need** the *patient to tell you* about abuse to report elder abuse.

All you need is **reasonable suspicion**.

- You need to report abuse **right away** after getting information about abuse and within 2 business/working days.

Continue



Select **submit** after you make a choice.

## Correct (Slide Layer)

Check Your Knowledge: Reporting Abuse

When should healthcare workers report elder abuse?

- when t
- only if
- if there
- only if

Correct

All you need is *reasonable suspicion* to report elder abuse.

- County APS office or Law Enforcement will look further into the report of potential / actual abuse.

Continue



Select **submit** after you make a choice.

## Incorrect (Slide Layer)

Check Your Knowledge: Reporting Abuse

When should healthcare workers report elder abuse?

- when t
- only if
- if there
- only if

Incorrect

You *do not need* to see injuries to report elder abuse.

All you need is *reasonable suspicion*.

- You need to report abuse *right away* after getting information about abuse and within 2 business/working days.

Continue



Select **submit** after you make a choice.

## 1.22 Reporting abuse

### Abuse: Report Abuse

By law you must report:



Reports **MUST** be called in, and written form submitted, **within 2 business days** of finding out about the abuse.

- **Suspected abuse** - *County APS office or Law Enforcement* will conduct further checks and research on whether the report / abuse is taking place
- **Physical violence**- **any injury** from a knife, gun, or deadly weapon
- **Domestic abuse**- visible physical injury *that you reasonably suspect*, even if patient denies abuse
- **Child, elder or dependent adult abuse**- *if you see, hear about, or reasonably suspect harm or neglect*, even if the patient denies and there are no visible injuries
- **Abuse taking place in a Long Term Care/Skilled Nursing Facility (SNF)** – if you think abuse has occurred, call in a telephone report to the county's *Long Term Care Ombudsman* in the county where the facility is located.

For more details review the [Abuse Policy](#) Appendix A

## 1.23 Reporting Sexual Abuse

### Abuse: Reporting Sexual Assault

What about reporting sexual assault?



- If you know or suspect sexual assault is involved- **do not do exam**
- Call the police

The police will come and take the patient for a detailed forensic exam and counseling by the county SART program staff.

**SART** (*Sexual Assault Response Team*) for Santa Clara County is located at Valley Medical Center.

## 1.24 Steps in reporting

### Abuse: Steps for Reporting Abuse

What is the reporting process?



**Specific reporting forms (SOC 341)** is:

- available on the intranet site
  - in Epic under the **Coordinated Care Management-SW Daily Rounds** tab.
- **Contact** the correct agency as soon as possible.
    - Then nursing supervisor / licensed provider, then consult Social Work as needed.
  - **Call** *Nursing Supervisor and physician*
  - **Call** the correct agency as soon as possible:
    - Police Department
    - Child Protective Services (CPS)
    - Adult Protective Services (APS)
    - Long Term Care Ombudsman (*for nursing home abuse*)
  - **Fill out** a one page report form
    - The form is a sensitive document and is saved under **Chart Review-Notes** for future reference.
  - **Submit** form to agency within required timeframe (*usually 36-48 hours*)

## 1.25 Charting abuse

### Abuse: Charting Abuse

What do you need to chart?



**Note:** If possible take photos of injuries.

- *What the patient says* **in their own words** (*frequency, duration, severity of abuse or neglect*)
- *Injuries* / condition
- *Notification* of MD
- *Referrals* and materials given
- *When and to where report was called* and the name of responding office
- *Follow up plan* after discharge

## 1.26 Charting abuse

### Abuse: Resources

#### Resources for Dealing with Abuse



**SUMC Family Abuse Prevention Council (FAPC)** includes members from SHC, LPCH and SOM to address the issue of abuse.

#### **SHC Resources:**

#### **For urgent problems or questions contact:**

- *Social Work* via hospital issued phone (*Voalte*)
- *Risk Management* 723-6824

#### **To learn more** or need legal details/state reporting forms:

- <http://domesticabuse.stanford.edu>
- <http://elderabuse.stanford.edu>
- <http://childabuse.stanford.edu>

Domestic abuse referral and resource sheets are available in 7 languages from *Social Work*.

## 1.27 course summary

### Abuse: Summary

#### Let's Review

- Abuse and neglect are common in our society, and negatively affect the health and well being of our patients
- The healthcare setting may be the only time an abused person can tell someone privately and safely about the abuse
- It is our job to be aware of signs and symptoms of abuse - abuse is a medical problem
- California state law and the Joint Commission **require reporting of harm to children, partners, elders and dependent adults**

## 1.28 Congratulations!

### Congratulations!

Congratulations, you have now completed the training.

You can click the “Review” button below to review this course, or click the “**Exit**” button on the upper right of this window to exit the course and take the post test.

REVIEW