



**Does the resident have the capacity to act willfully?**  
*“Willfull” means (1) the resident intended the action (i.e., it was deliberate) AND (2) the resident understands that such actions could result in physical harm, pain, or psychological distress.*  
 NOTE: The resident may not have intended to hurt the other person, but the act is willful if s/he intended the action and knew it could hurt someone.

**NO**

**DO NOT REPORT**

Assess – Care Plan – Intervene  
 Goal: Prevent reoccurrence and keep other residents safe.

Does behavior continue?

**YES**

A

**NO**

**STOP**

**YES**

**Did the other resident(s) suffer pain, physical injury, or psychological or emotional distress as a result of the altercation?**  
*If the victim(s) cannot give a response, consider whether a “reasonable” person would have experienced psychological distress.*

**YES**

**REPORT**

Assess – Care Plan – Intervene  
 Goal: Prevent reoccurrence and keep other residents safe.

Does behavior continue?

**YES**

A

**NO**

**STOP**

**NO**

**DO NOT REPORT**

Assess – Care Plan – Intervene  
 Goal: Prevent reoccurrence and keep other residents safe.

Does behavior continue?

**YES**

A

**NO**

**STOP**

**NOTE:** Determine if facility staff adequately assessed the resident, re-evaluated the care plan, and provided consistent intervention. Look for compliance with F323 (supervision to prevent accidents), F224 (neglect, particularly if repeated altercations occur without intervention), and F279 (care planning).