



DIVISION OF QUALITY ASSURANCE
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To:	Adult Day Care	ADC 01
	Adult Family Homes	AFH 03
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From: Alfred Johnson, Director
Bureau of Technology, Licensing and Education

Via: Otis Woods, Administrator
Division of Quality Assurance

Resident-to-Resident (Client/Patient*) Abuse Webcast Training

This memo provides information on training provided by the Division of Quality Assurance (DQA) regarding resident-to-resident abuse occurring in DQA-regulated facilities.

Background

Both nationally, and in Wisconsin, there is rising concern about the number and severity of abuse incidents that occur between residents residing in regulated facilities. Often, there is misunderstanding about what constitutes resident-to-resident abuse, how these situations should be handled, and more importantly, facility protocols that need to be in place to prevent these incidents from happening. Because of these misunderstandings, incidents are often overlooked and underreported. Failure to address resident-to-resident abuse and to acknowledge some incidents as a crime could have legal implications for the facility if appropriate action is not taken. Lack of appropriate action also places residents at greater risk of abuse.

Educational Opportunity

DQA, in collaboration with a private practice attorney, an attorney from the Coalition of Wisconsin Aging Groups (CWAG), and the Board on Aging and Long Term Care (BOALTC), has developed a three-part webcast training series, "Identifying and Responding Appropriately to Resident-to-Resident Abuse, Including Sexual Assault, in Regulated Facilities." The purpose of

the training is to raise facility awareness of issues related to resident-to-resident abuse and provide information and guidance in preventing and responding to these situations. The training series is highly recommended for administrators, supervisors of direct care staff, and all direct care staff. It will also be valuable for other staff in the facility who come in contact with residents.

The length of Parts 1, 2, and 3 is approximately one hour each. The following topics are addressed:

Introduction: (12 minutes)

Occurrence/examples of incidents in Wisconsin

Presenter: Paul Peshek, DQA

Part 1:

Definition of resident-to-resident abuse – including: types of abuse, situations involving competent vs. incompetent individuals, and consensual vs. non-consensual encounters

Presenter: Ellen Henningsen, Attorney at the Coalition of Wisconsin Aging Groups (CWAG)

Part 2:

Resident assessment and care plans

Intervention techniques, prevention strategies, and victim-centered services

Presenters: Joanne Powell and Susan Murphy, DQA and Julie Button, BOALTC

Part 3:

Policies/Procedures (what should be included)

Facility responsibility to take action (focus on conducting a thorough investigation)

Legal ramifications beyond DQA (focus on when the abuse is a crime and the need for law enforcement involvement)

Reporting requirements

Presenters: Linda Dawson, Attorney at Reinhart, Boerner, Van Deuren; and Crenear Mims and Shari Busse, DQA

All of the webcasts are currently available for viewing. For a direct link to the webcasts, go to:

http://dhs.wisconsin.gov/rl_DSL/Training/dqaWebcasts.htm.

After viewing the webcasts, a Certificate of Viewing can be printed from:

http://dhs.wisconsin.gov/rl_DSL/Training/dqaWebcasts.htm.

If you have questions about resident-to-resident abuse, please submit them via E-mail to:

trandv@dhfs.state.wi.us.

If you have questions about this memorandum, please contact Flip Varsos at (608) 266-9432, or

Phyllis.Varsos@dhs.wisconsin.gov

*It is recognized that not all provider types use the term “resident.” For the purpose of this training, the term “resident-to-resident” will be used. The training content will be applicable to all of the provider types to whom this memo is addressed.