

## INVESTIGATION OF INJURIES OF UNKNOWN SOURCE

### POLICY:

- ABC, Inc., will ensure that all alleged violations involving mistreatment, neglect or abuse, *including injuries of unknown source* and misappropriation of resident property are investigated.
- The Administrator (Executive Director) will report any suspected injury of unknown source that meets the federal definition as outlined below, to the Bureau of Quality Assurance as soon as possible, but not to exceed 24 hours after the discovery of the incident.

An injury should be classified as an “**injury of unknown source**” when **both** of the following conditions are met:

- The source of the injury was not observed by any person or the source of the injury could not be explained by the resident; **and**
- The injury is suspicious because of the extent of the injury, **or** the location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma), **or** the number of injuries observed at one particular point in time, **or** the incidence of injuries over time.

### PROCEDURE:

- This procedure has been established to assist our facility in identifying injuries that may be related to mistreatment, abuse, or neglect.
1. All injuries of unknown origin that meet the federal definition as outlined above, must be reported to the Executive Director and the Director of Nursing immediately (as soon as possible).
  2. The licensed staff form entitled **Investigation of Injuries of Unknown Source** must be completed when staff cannot relate a resident injury to a specific cause or event.
  3. The investigation is conducted only by the RN or LPN with the knowledge of the Director of Nursing and the Executive Director.
  4. Upon investigation, if the injury is determined to be explainable and documentation of the explanation is included with the investigation, the Director of Nursing and the Executive Director are notified.
  5. If the investigator's conclusion is that suspected or actual mistreatment, abuse, or neglect has taken place, the Director of Nursing and the Administrator must be notified immediately and the following should be implemented:
    - Any individual(s) suspected of mistreatment, abuse, or neglect of a resident must be reassigned or suspended immediately pending further investigation. If it is

- determined that the individual(s) was not responsible, he/she will be paid for lost time.
- Prompt, careful documentation of witness(es) statements is essential in helping to clarify issues and expedite the investigation. Whenever possible, exact quotes should be used.
  - Witnesses to the incident must be contacted by phone, or in person for their statements, ASAP. If they are not available for personal interviews, document the phone conversation.
  - Witnesses should be interviewed separately. Another individual should witness the conversation.
  - Witnesses should be reminded not to discuss events with anyone until the investigation is complete.
6. Information collected during the investigation must be kept as confidential as possible (e.g., do not tell one staff member what another staff member stated.).