

Abuse and Maltreatment Prevention

Embracing Our Responsibility:

Care Without Harm Care With Dignity, Respect



Gayle Kvenvold
President & CEO
LeadingAge Minnesota

Common Ground:

Abuse is intolerable

- *What actions should be taken when it does occur?*
- *How can we prevent it BEFORE it occurs?*

Align our resources to focus at least as much on the latter as the former.



We Don't Have To Reinvent the Wheel on Prevention

- **To Err is Human** (Institute of Medicine, 2000)
 - 44,000 – 98,000 deaths in U.S. hospitals as result of **preventable** incidents
 - Individual errors, processes, faulty systems causing **unintended** harm
- **Patient Safety Movement** – two decades worth of tested tools, strategies; “*Science of Safety*”



LeadingAge Minnesota Prevention Task Force:

- Proactive Approaches
- Best Practices
- Tools

***Applying the
“Science of Safety”
Lessons***

Goal:

- Eliminate preventable adverse events in our member settings
- Eliminate abuse, drug diversion and financial exploitation in our member settings
- Share solutions across the sector



Prevention: Gathering Actionable Data

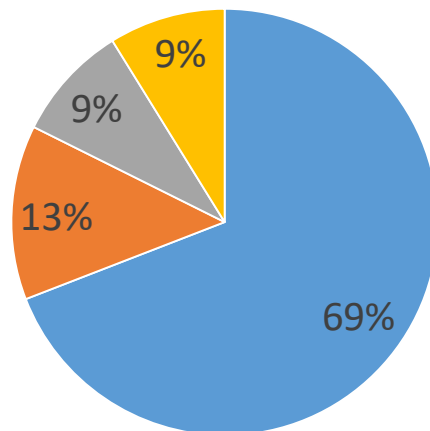
- **Substantiated OHFC Reports
January 1, 2016 – December 1, 2017**

– 157 **SUBSTANTIATED** complaints; **68** in nursing homes; **89** in assisted living



Prevention: Gathering Actionable Data

Incidents of Neglect Accounted for the Majority of Substantiated Maltreatment in Nursing Homes

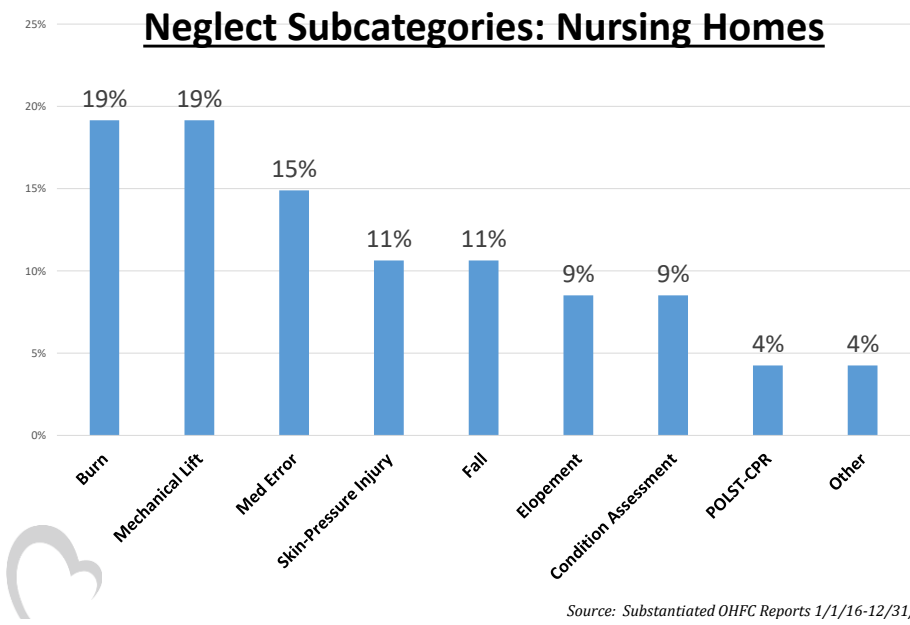


■ Neglect ■ Abuse ■ Drug Diversion ■ Financial Exploitation

Source: Substantiated OHFC Reports 1/1/16-12/31/17

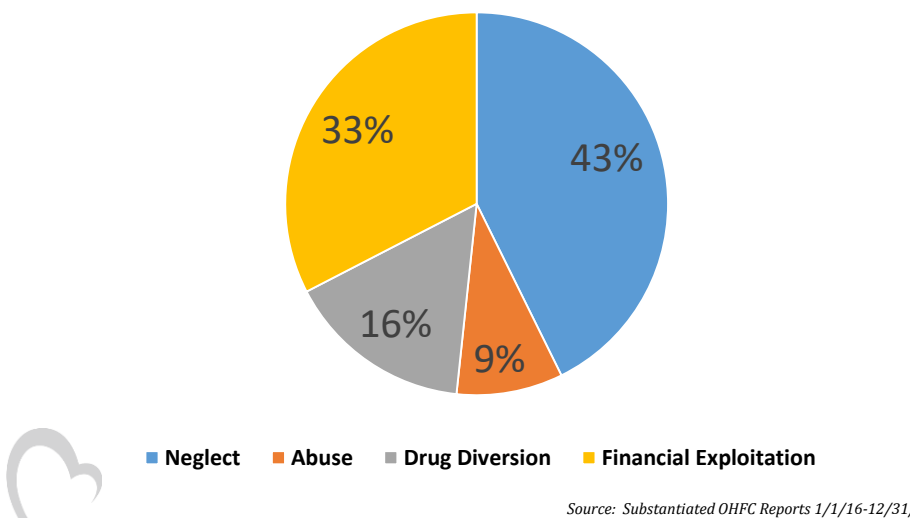


Prevention: Gathering Actionable Data



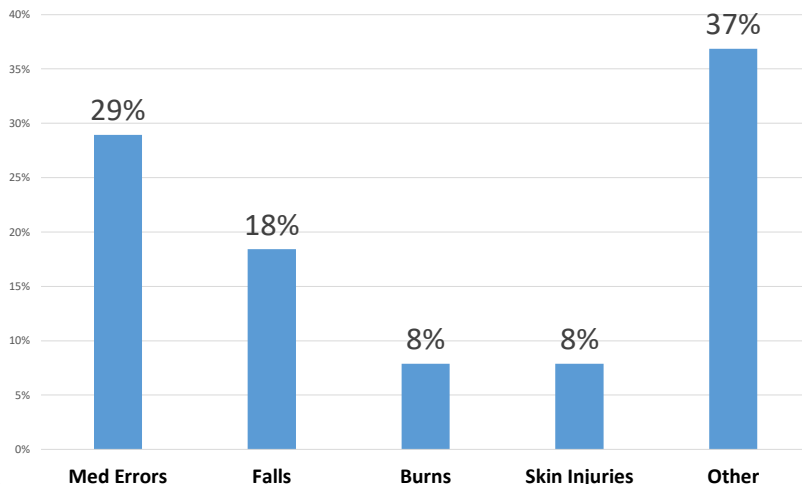
Prevention: Gathering Actionable Data

Substantiated Maltreatment in Home Care/Assisted Living by Category



Prevention: Gathering Actionable Data

Home Care/Assisted Living

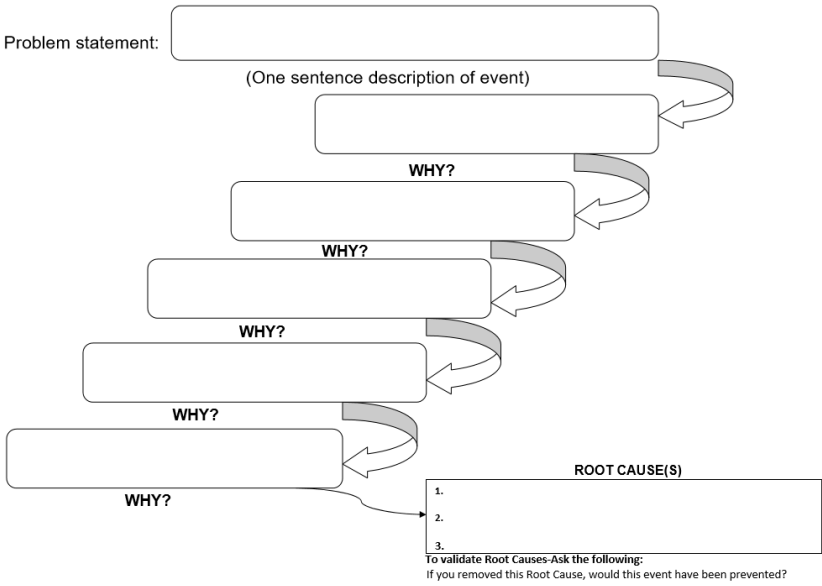


Source: Substantiated OHFC Reports 1/1/16-12/31/17

LeadingAge Minnesota Prevention Task Force:



5 WHYS TOOL



Source: Department of Veterans Affairs National Center for Patient Safety

Getting To Solutions:



Legislative Provisions
Accelerating this Work:

- OHFC Data Mining/
Trend Analysis
- Expert Panel
Prevention and
Safety



Creating a Culture of Quality and Safety:

