



# Humana Healthy Horizons In Oklahoma Health, Safety and Welfare Required Training

Humana Healthy Horizons in Oklahoma is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

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# Training overview

Overview of terms and definitions

Abuse, neglect and exploitation

Prevention, detection and intervention measures

Reporting

Critical incidents

# Important terms and definitions

## Abuse

Knowing or intentionally touching another person in a rude, insolent or angry manner, including placement of any bodily fluid or waste on another person. Also referred to as “battery.”

## Neglect

Failure to provide adequate food, clothing, shelter or medical care by the endangered adult or the person responsible to care for the endangered adult.

## Exploitation

Recklessly, knowingly or intentionally exerting unauthorized use of the personal services or property of an endangered adult or a dependent 18 years of age or older for the person’s own profit or advantage or the profit or advantage of another person.

# Abuse

## Physical

- Sprains, dislocations, fractures
- Burns
- Abrasions
- Cuts, lacerations, puncture wounds
- Internal injuries evidenced by pain, difficulty functioning or bleeding
- Bruises, welts or discolorations
- Injuries healing through secondary intention indicating a member did not receive appropriate treatment

## Sexual

- Vaginal or anal pain, irritation or bleeding
- Bruising on external genitalia, inner thighs, abdomen or pelvis
- Difficulty walking or sitting
- Stained or bloody underclothing
- Sexually transmitted diseases
- Urinary tract infections
- Signs of psychological trauma

# Neglect

## Potential indicators:

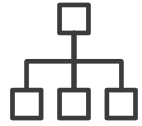
- Weight loss that cannot be explained by other causes
- Lack of toileting that causes incontinence
- Member sitting or lying in urine and feces
- Increased falls and agitation
- Indignity and skin breakdown
- Uncommon pressure ulcers
- Evidence of inadequate or inappropriate use of medication
- Neglect of personal hygiene; emotional withdrawal
- Lack of assistance with eating, drinking, walking, bathing and participating in activities
- Little or no response to requests for personal assistance

# Exploitation

## Potential indicators:

- Caregiver's excessive interest in the amount of money spent on the member
- Missing property
- Suspicious signatures on checks and/or documents
- Absence of documentation regarding financial arrangements
- Implausible explanations about the member's finances
- Member who is unaware of or does not understand financial arrangement made On their behalf
- Unpaid bills
- Family and/or caregiver behavior, attitude or demeanor toward the member or the member's situation

# Prevention



## **Suspicion of abuse, neglect or exploitation:**

Work with the member's Humana care manager via the Integrated Care team.



## **Member deemed at risk for abuse or neglect without signs or symptoms:**

Utilize specific interventions in the care plan to reduce risk.

# Intervention



## **Interventions tailored to member's particular risk factor(s)**

- Increased in-person care-coordination visits
- Member education
- Alert member's providers
- Heightened vigilance and surveillance
- Respite for unpaid caregivers
- Increased social support for member
- Community activities or resources (e.g., senior center, worship, etc.)
- Referral to mental health/substance use disorder treatment
- Referral to social service agency

Handle with care





# Reporting

Mandated reporter	Responsibility to report	Timeframe
An individual required by law to report situations <b>immediately</b> if he or she suspects an adult or child may have been abused, neglected or exploited or is at risk of being abused, neglected or exploited	<ul style="list-style-type: none"><li>• Physicians</li><li>• Operators of emergency response vehicles and other medical professionals</li><li>• Social workers and other mental health professionals</li><li>• Law enforcement officials</li><li>• Staff of domestic violence programs</li><li>• Long-term care facility personnel</li></ul>	<ul style="list-style-type: none"><li>• Any person suspecting child abuse or neglect shall immediately report it to the Oklahoma Department of Human Services (OKDHS) hotline, at <b>800-522-3511</b>.</li><li>• Any person suspecting abuse, neglect or exploitation of a vulnerable adult shall immediately report it to the local DHS county office, municipal or county law enforcement authorities, or, if the report occurs after normal business hours, the OKDHS hotline.</li></ul>

# Reporting

Rights	General requirements
<p>Most states allow mandated reporters <b>immunity from civil and criminal liability</b>, unless the report was made in bad faith or with malicious intent.</p>	<ul style="list-style-type: none"><li><input type="checkbox"/> Identify the abused person (victim).</li><li><input type="checkbox"/> Provide the victim's approximate age.</li><li><input type="checkbox"/> Specify whether it is an emergency.</li><li><input type="checkbox"/> Describe the circumstances of abuse, neglect or exploitation.</li><li><input type="checkbox"/> Produce name(s) and relationship(s) of other adult household members.</li><li><input type="checkbox"/> Specify whether the victim is incapacitated.</li><li><input type="checkbox"/> Provide the caregiver's name and address (if applicable).</li><li><input type="checkbox"/> Provide name and relationship of alleged perpetrator(s).</li><li><input type="checkbox"/> Identify others with knowledge of the victim.</li><li><input type="checkbox"/> Provide name of the victim's healthcare provider.</li><li><input type="checkbox"/> Provide your name, address and phone number.</li></ul>

# Critical incidents

When a member is in the care of a behavioral health inpatient, residential or crisis stabilization unit, critical incidents can include, but are not limited to, the following, in accordance with OAC 317:30- 5-95.39:

- Suicide
- Non-suicide death
- Death—cause unknown
- Homicide
- Homicide attempt with significant medical intervention
- Suicide attempt with significant medical intervention
- Allegation of physical, sexual, or verbal abuse or neglect
- Accidental injury with significant medical intervention
- Use of restraints/seclusion (isolation)
- Away without leave (AWOL) or absence from a mental health facility without permission
- Treatment complications (i.e., medication errors and adverse medication reaction) requiring significant medical intervention

Psychiatric Residential Treatment Facility (PTRF) providers are required to report adverse or critical incidents to Humana, the OHCA Behavioral Health Unit at **800-522-9054** and OKDHS at **405-522-3511** by phone no later than 5 p.m., Central time, the following business day.

PTRF providers shall immediately and within 24 hours take steps to prevent further harm to any and all members and respond to any emergency needs of members.

PTRF providers must investigate and submit a report to Humana no later than 5 p.m., Central time, the following business day.

Providers are required to disclose, at a minimum, the member's name, description of incident, and name, address and phone number of facility.

Thank you

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