

Resident Rights

Terminology Defined

1. **Abuse** – the willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm, pain or mental anguish.
2. **Advocate** – one that pleads the cause of another.
3. **Aiding and Abetting** – not reporting dishonest acts that are observed.
4. **Assault** – attempt or threat to do violence to another.
5. **Battery** – an unlawful attack upon another person.
6. **Confidential** – keeping what is said or written private, or to oneself.
7. **Defamation** – injuring the name and reputation of another person by making false statements to a third person.
8. **Dignity** – the quality or state of being worthy, honored, or esteemed.
9. **Discrimination** – prejudiced or prejudicial outlook, action or treatment.
10. **Drugs** – Any chemical compound that may be used on or administered as an aid in the diagnosis, treatment or prevention of disease or other condition or the relief of pain or suffering or to control or improve any physiological pathologic condition.
11. **Diversion of Drugs** – The unauthorized taking or use of any drug.
12. **Ethics** – a set of moral principles and values.
13. **Fraud** – an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person. This includes any act that constitutes fraud under applicable Federal or State law.
14. **Gossip** – talking about residents or co-workers.
15. **Grievance** – a cause of distress felt to afford reason for complaint or resistance.
16. **Harassment** – to worry or annoy persistently.
17. **HIPPA** – Health Information Privacy and Portability Act.
18. **Invasion of Privacy** – a violation of a person's right not to have one's name, photograph, or private affairs exposed or made public without giving consent.
19. **Misappropriation** – the deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident's belongings or money without the resident's consent.
20. **Neglect** – a failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness.
21. **Negligence** – an unintentional wrong in which a person fails to act in a reasonable and prudent manner and thereby causes harm to another person or the person's property.

Unit 3

Unit 3 – Resident Rights		
Objectives	Content	Learning Activities
	I. Resident Rights	
3.1 Support the resident's right to make personal choices to accommodate individual needs.	A. Basic human rights 1. Protected by the Constitution 2. Laws clarify these rights a. right to be treated with respect b. right to live in dignity c. right to pursue a meaningful life d. right to be free of fear 3. Behavior that infringes on these rights a. addressing residents as children b. demeaning nicknames for residents c. not providing privacy d. threatening a resident with harm	Brainstorm and list personal choices that would contribute to a meaningful life.
3.1.1 Describe the Resident's Bill of Rights	B. The Resident's Rights 1. Ethical and legal basis 2. Federal and state regulations 3. Posted in facility 4. Distributed on admission in many facilities 5. Residents have the right to: a. considerate and respectful care b. obtain complete current information concerning diagnosis, treatment and prognosis c. receive information necessary to give informed consent prior to treatments or procedures d. refuse treatment to the extent permitted under law e. privacy of resident's body, record, care and personal affairs f. confidential treatment of all records g. reasonable response to request for service h. examine bill and receive explanation of charges i. informed of any facility rules/regulations	Review: Resident's Rights and HIPPA

Unit 3

Unit 3 – Resident Rights		
Objectives	Content	Learning Activities
3.1.2 Demonstrate behavior that maintains residents' rights.	C. Behavior that maintains residents' rights 1. Address as Mr., Mrs., or Miss unless asked to use a specific name 2. Avoid being rude or unkind a. never withhold social responsiveness b. don't ignore residents c. make eye contact d. allow residents to complete sentences prior to leaving room e. don't shut or slam door to quiet a resident 3. Never threaten or intentionally hurt 4. Help meet emotional/spiritual/social needs through encouragement 5. Explain the feeding assistance you plan to give 6. Observe safety precautions 7. Obtain proper consent after identifying resident 8. Treat all residents equally 9. Promote positive attitudes 10. Report errors to your supervising nurse immediately	List advantages of explaining feeding assistance to a resident prior to starting.
	II. Mistreatment of the Elderly	
3.2 Administer feeding assistance that ensures that the resident is free from abuse, neglect, misappropriation of property, diversion of drugs and fraud.	A. Federal and State Definitions of Mistreatment of the Elderly: 1. Abuse 2. Neglect 3. Misappropriation of Property 4. Diversion of Drugs 5. Fraud	Define terms, using State and Federal regulations.
	B. Resident's Right to be Free from Abuse 1. Physical 2. Verbal 3. Sexual 4. Mental 5. Corporal Punishment 6. Involuntary Seclusion	
	C. Signs of Abuse	

Unit 3

Unit 3 – Resident Rights		
Objectives	Content	Learning Activities
	1. Fractures 2. Bruises of face, upper arms, upper thighs, abdomen 3. Fearfulness 4. Withdrawn	
	D. Examples of Abuse 1. Threatening a resident 2. Frightening a resident 3. Pinching, slapping, pushing or kicking a resident 4. Withholding food or fluids 5. Restraining a resident against her/his will without an apparent reason 6. Leaving resident in soiled linen or clothing 7. Yelling angrily at or making fun of resident 8. Refusing to reposition resident or give treatment 9. Not answering a call light/bell/signal 10. Humiliating a resident 11. Making disparaging derogatory remarks 12. Sexual coercion 13. Sexual harassment 14. Verbal harassment	
	E. Identification of Residents at Risk for Abusing Other Residents 1. Residents with history of aggressive behavior	Role-play appropriate responses to observed mistreatment of the elderly.
	F. Identification of Residents at Risk for Being Abused 1. Noisy individuals 2. Wandering individuals 3. Philandering individuals 4. Socially/logistically isolated individuals	Review State law and Federal regulations regarding abuse.
	G. Reporting Abuse 1. If observed, report <u>immediately</u> to supervisory nurse 2. Cause for immediate dismissal of perpetrator if proven 3. Know your state law 4. Aiding and abetting	