Causes, Contributing Factors And Prevention Planning
Brown Bag Thursday

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Today’s Speakers:

Scott Phillips
MUI Investigations Unit

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MUI Investigation Unit
Part 1: Signs & Symptoms of Abuse

Common signs, including subtle changes in behavior and activities
When and how to report suspected cases of abuse

Part 2: Supportive Services After Reporting Abuse

Criminal investigation
Conducted by law enforcement
Establish offense

Administrative investigation
Conducted by DODD or CBDD Investigative Agent
Focus on cause and contributing factors and prevention planning
We will use the 4 scenarios from the 2nd part of our 3 part series to illustrate how information about causes and contributing factors can be used to develop an effective prevention plan.
Addressing Causes And Contributing Factors

Investigation process includes identifying causes and contributing factors

Prevention plan as part of investigation

Preventing instances of abuse from reoccurring
Margo shows up to her evening shift at Daniel's house.

A provider she had not met before was with Daniel for the day, substituting for his usual provider.

Margo didn’t get much information from the substitute provider in-person or in the day log that the team uses to communicate information about Daniel’s day.
Scenario: Daniel

Margo notices that Daniel is much quieter than usual. Margo arrives.

Sensing something is wrong, Margo asks Daniel a few more questions about how he spent his day than she normally would have.

Daniel tells Margo that the substitute provider slapped his face several times, yelled at him and insulted him.
Subtle changes in behavior

Increase in aggression, irritability or more quiet and hesitant

Visible signs of abuse such as bleeding, bruises

Changes in sleep pattern

Withdrawal from previously enjoyable activities

Sudden development of new fears

Dressing in layers of clothing
Scenario: Daniel

During the MUI investigation it becomes clear the substitute provider was not honoring Daniel’s right to have an additional soda.

As a result, Daniel became increasingly agitated and began shouting at the substitute provider.
Battle For Control

Aggression that escalates into physical abuse allegation-

It’s important to understand why Daniel became agitated when he was refused a soda.

Most people feel frustrated when they feel like they don’t have control over their basic needs and wants.
Prevention Plan

A prevention plan could include additional training for those agency providers on the Behavioral Support Rule which makes clear that people have a right to make choices for themselves.

Restricting rights outside of an approved plan is unacceptable unless “there is a risk of harm, or when the behavior is very likely to result in the person being subject to legal sanction.”
Margo and Daniel might make a new substitute DSP aware it is *Important To Daniel* that he be able to exercise control as much as possible.

That might be in his Service Plan Rights education for Daniel and for providers.

Transition meeting or bullet points whenever possible so sub providers have the important info going into an unfamiliar situation.
Contributing Factors

Lack of communications methods available to person
  Non-verbal
  Can’t articulate wants, needs, problems for another reason

Isolation
  Only interacts with providers, lacks network of people that can “check in” on their wellbeing

Provider unfamiliar with redirection methods or handling certain behaviors
Regina’s daughter Michelle lives with her and has always provided most of Regina’s care.

Michelle’s boyfriend moves in recently and began intercepting Regina’s access to her medication and the Social Security Income Regina receives.
When Michelle was injured and broke her arm, Regina needed a provider to come and assist her with some Homemaker Personal Care (HPC) needs.

When Judy came to provide services, Regina saw her chance to ask for help.
Judy now comes to visit a few times a week to check on Regina.

Regina and Judy can work together on Prevention Planning elements, like building Regina’s self-sufficiency with her medications, finances and possessions.
Two Types Of Prevention Planning

System and incident specific
  Education, training, collaboration, strong policies from agencies for their employees

Incident specific
  Promoting healthy boundaries, service planning, rights training, counseling
A Good Prevention Plan...

- Based on a thorough investigation which gives an explanation of “cause”
- Attempts to address each “cause” identified not just “the obvious case”
- Attempts to address long term planning towards a desired outcome
- Is specific in identifying WHO is going to do WHAT, WHEN, WHERE and HOW
- Includes the person and their guardian in the planning process when applicable
A Good Prevention Plan...

- Takes into account not only “people” issues, but “systems” issues
  - Address the cause of the incident
  - Ensures that preventative measures are within the control of responsible person
- Ensures that necessary resources are available to carry out prevention plan
- Prevent battle for control BEFORE the incident escalates
Scenario: Phil and Billy

Phil and Billy live with one other roommate and share most of their services.

A pattern of verbal aggression has been escalating between Phil and Billy over the past few months.

Eventually things get out of control and Phil assaults Billy.
IA’s investigation revealed that Phil and Billy had a pattern of escalation and spend a significant amount of time together in the home.

An effective prevention plan would find ways to limit Phil and Billy’s time together to prevent the possibility of escalation in the future.
70% of individuals with developmental disabilities report experiencing trauma at some point in their lives

Assume trauma when working with individuals with disabilities

Trauma can make physical changes to the brain

Those changes can manifest themselves in anxiety, heightened agitation, lack of trust, heightened response to stressors
Assuming Trauma, Building Resiliency

Seeking to understand rather than react

“What purpose does this behavior serve?”

Help the person identify and communicate needs

Person feels valued, creates positive relationship

Validate their feelings

Validation helps person to feel understood, resulting in less instances of acting out
Trauma-Informed Care

**Principles of TIC**

Safety
Trustworthiness and transparency
Collaboration and mutuality
Empowerment
Voice and choice
Peer support and mutual self-help
Cultural, historical and gender issues
Resiliency and strength-based

**Outcomes of TIC**

Improved quality and impact of
Improved safety
Decreased seclusion and restraint
Fewer no-shows
Improved patient engagement
Improved patient satisfaction
Improved staff satisfaction
Less “burnout” and staff turnover
How To Report Abuse

DODD Abuse/Neglect Hotline at (866) 313-6733

Your Local County Board
http://dodd.ohio.gov/HealthandSafety/Documents/County_Board_After_Hours_Numbers.pdf

REMEMBER: Reporting a concern is what allows an investigation to take place.
Questions?
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