



Nationwide®
is on your side

Establish incident reporting protocols in health and human services.

In the U.S., one in ten elders have reported emotional abuse, physical abuse, or potential neglect in the past year.¹ In that same timeframe, one in seven children have experienced child abuse and/or neglect.² Children living with disabilities are 1.7 times more likely to be maltreated than other children.³

At these high frequencies, critical focus should always be placed on prevention of abuse, neglect, and exploitation for all individuals, as these types of incidents are not only illegal, but devastating to the victims. There must also be sound protocols to handle any potential claim/incident that might occur. Through training and a formalized process, the incidents can be handled promptly, with care for the individuals, in line with best practice company policies, and with protections for the persons served. If not, health and human service providers open themselves up to the potential for increased liability claims, loss of reputation, and loss of clients.

This incident reporting flow chart highlights the main components in the reporting process once a potential Abuse, Neglect, or Exploitation incident has been identified. This is only a high-level guide, as your program must develop the specific reporting procedures, personnel assignments, resolution procedure, incident report retention, and verify all protocols are in line with statutory guidelines.



Providing solutions
to help our members
manage risk.®

¹ Understanding Elder Abuse Fact Sheet, The Center for Disease Control and Prevention
<https://www.cdc.gov/violenceprevention/pdf/em-factsheet-a.pdf>

² Preventing Child Abuse Fact Sheet, The Center for Disease Control and Prevention
<https://www.cdc.gov/violenceprevention/pdf/CAN-factsheet.pdf>

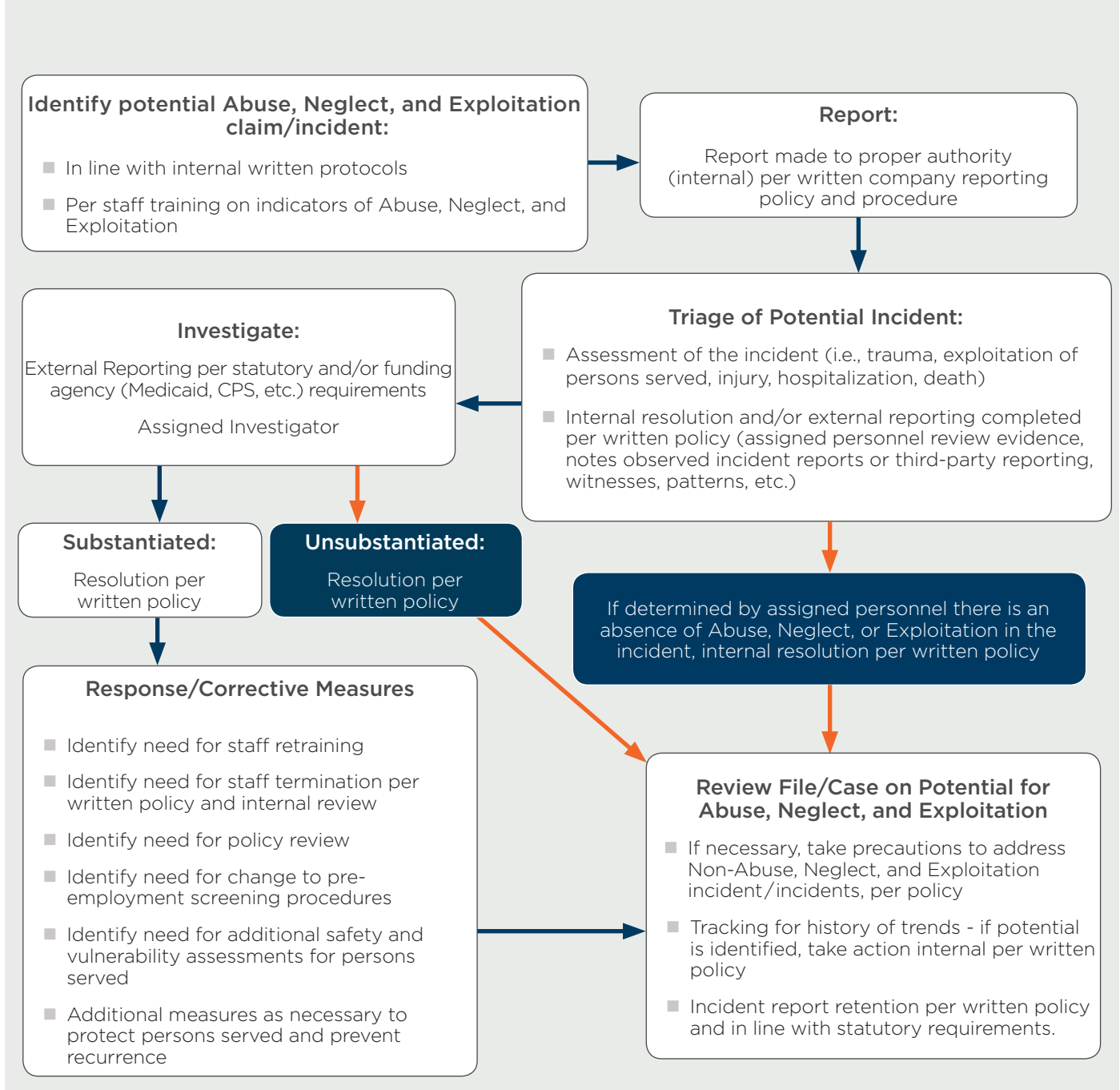
³ National Center on Child Abuse and Neglect. A report on the maltreatment of children with disabilities. U.S. Department of Health and Human Services. Washington, D.C.

For your risk management
and safety needs, contact
Nationwide Loss Control
Services: 1-866-808-2101
or LCS@nationwide.com.

Establish incident reporting protocols in health and human services.



ABUSE, NEGLECT, AND EXPLOITATION INCIDENT REPORTING FLOW CHART



This chart follows the prescribed guidelines of the Center for Medicare and Medicaid Services: [Centers for Medicare & Medicaid Services \(CMS\); 1915\(c\) Instructions, Technical Guide, and Review Criteria; Appendix G-1: Response to Critical Events or Incidents](#)

The information used to create this brochure was obtained from sources believed to be reliable to help users address their own risk management and insurance needs. It does not and is not intended to provide legal advice. Nationwide, its affiliates and employees do not guarantee improved results based upon the information contained herein and assume no liability in connection with the information or the provided suggestions. The recommendations provided are general in nature; unique circumstances may not warrant or require implementation of some or all of the suggestions. Nationwide, Nationwide is on your side, and the Nationwide N and Eagle are service marks of Nationwide Mutual Insurance Company. © 2020 Nationwide