



Community Care Plan

The **Health Plan** with a Heart

Health, Safety and Welfare

Health, Safety and Welfare

Healthcare providers must prioritize the health, safety, and well-being of patients. This involves staying vigilant for signs and symptoms of the following:

- **Abuse:** including physical, sexual, or emotional harm
- **Neglect:** actions that may lead to serious physical or emotional injury
- **Exploitation:** the misuse of a position of trust to intentionally deceive, intimidate, or deprive someone of resources, funds, or assets



Abuse

What constitutes abuse?

The intentional infliction of physical and/or emotional harm

- **Sexual abuse** directed at a any child or adult by a relative, caregiver, household member or any other person
- **Physical abuse** Infliction of physical pain or injury to another person
- **Verbal and Emotional Abuse** Includes, but is not limited to, name calling, intimidation, yelling, swearing, ridicule, coercion, threats, verbal assaults, harassment, and threats of maltreatment. These actions may be intended to compel a adult or child to engage in conduct from which they have the right to abstain



Signs and Symptoms of Physical Abuse

Signs and symptoms of physical abuse may include:

- Sprains, dislocations, or fractures of smaller bones (e.g., wrist, ankle, finger)
- Burns caused by cigarettes, appliances, or hot water
- Abrasions on the arms, legs, or torso resembling rope or strap marks
- Cuts, lacerations, or puncture wounds
- Fractures of long bones or ribs
- Internal injuries, indicated by pain, impaired organ function, or bleeding from body openings

Signs and Symptoms of Sexual Abuse

- Bruising on the external genitalia, inner thighs, abdomen, or pelvis
- Unexplained difficulty walking or sitting
- Stained or bloody underclothing
- Sexually transmitted infections (STIs)
- Urinary tract infections (UTIs)
- Psychological trauma, such as excessive sleep, depression, or fearfulness

Signs and Symptoms of Psychological Abuse

- The perpetrator berates, ridicules, ignores, or curses at the member
- The perpetrator threatens punishment or deprivation
- The member experiences significant weight changes
- The member shows signs of stress-related conditions
- The perpetrator isolates the member by:
 - Emotionally distancing them
 - Refusing to speak or engage with the member
 - Withholding physical touch or other forms of comfort
- The member appears depressed, confused, or withdrawn
- The member cowers in the presence of the suspected abuser

Neglect

Repeated conduct or a single incident of carelessness that results or could reasonably be expected to result in serious physical or psychological/emotional injury or substantial risk of death

Self-neglect

Individual does not attend to his/her own basic needs, such as personal hygiene, appropriate clothing, feeding or tending appropriately to medical conditions

Passive neglect

A caregiver's failure to provide a disabled adult, an elderly person or child with the necessities of life including, but not limited to, food, clothing, shelter or medical care.

Signs and Symptoms of Neglect

The following indicators may suggest neglect:

- Unexplained weight loss
- Incontinence due to inadequate toileting
- Unusual pressure ulcers
- Inappropriate or inadequate medication use
- Poor personal hygiene and emotional withdrawal
- Lack of support with eating, drinking, walking, bathing, and participating in activities
- Minimal or no response to requests for personal assistance

Exploitation



Exploitation occurs when a person in a position of trust intentionally uses deception, intimidation, or force to gain control of a disabled adult's, or elderly person's funds, assets, or property. This may involve depriving them of the use or benefit of their resources, either temporarily or permanently, or using them for someone else's benefit.



Financial exploitation The misuse or withholding of resources by another person to the disadvantage of the person or the profit or advantage of a person other than the disabled adult, person or child

Indicators of Exploitation

Family and caregivers may exhibit signs of neglect if they:

- Prevent the member from speaking for themselves
- Interact with others who could affect the member's situation without the member present
- Display indifference or anger toward the member
- Blame the member for their condition (e.g., accusing the member of deliberately causing incontinence)
- Exhibit aggressive behavior toward the member, such as:
 - Making threats
 - Insulting
 - Harassing

Increased Risk Factors

The likelihood of abuse, neglect, or exploitation increases when members are exposed to one or more risk factors, such as:

- Dependency on others for personal care or financial management
- Isolation from information about their rights and health
- Reduced mental capacity
- Serious health issues
- Medications affecting cognitive function
- Depression, anxiety, or fearfulness
- Recent losses, such as a spouse, home, or friend.

A single risk factor or caregiver behavior alone does not necessarily indicate abuse or neglect, but it may signal the need for preventive measures. Providers, and other staff interacting with members or caregivers should be trained to recognize these risk factors and know how to contact Adult or Child Protective Services when needed.

Identifying Victims of Human Trafficking

The Florida Office of the Attorney General has identified several common indicators that medical personnel should be aware of when assessing potential human trafficking victims.

These signs include:

If you suspect trafficking, call the National Human Trafficking Hotline at 888-373-7888.

- **Lack of Identification:** The individual may not have identification documents and could state that they are "just visiting" the area.
- **Unstable Living Situation:** They might not have a fixed address or be unable to specify where they are currently living.
- **Control by Another Person:** The victim may be under the control of someone else, possibly the person accompanying them, who might try to speak on their behalf.
- **Behavioral Signs:** The person could show signs of fear, depression, submissiveness, or extreme anxiety.
- **Lack of Personal Control:** They are typically not in control of their own money or identification documents.
- **Reluctance to Explain Injuries:** The individual may be unable or hesitant to provide an explanation for any injuries they have.

Adverse and Critical Incidents

If a healthcare provider determines a CCP member meets the criteria for a critical incident, it must be reported immediately.

Serious reportable events			
Member death	Any condition requiring definitive or specialized medical attention that is not consistent with the routine management of the patient's case or patient's pre-existing physical condition	Abuse/neglect detected and reported by the plan	Medication errors
Member brain damage	Any condition requiring surgical intervention to correct or contro	Death by suicide, homicide, abuse/neglect or that is otherwise unexpected	Suicide attempts
Member spinal damage	Any condition resulting in transfer of the patient, within or outside the facility, to a unit providing a more acute level of care	Adverse incident	Altercations requiring medical intervention
Permanent disfigurement	Any condition that extends the patient's length of stay	Major illness	Elopement
Fracture or dislocation of bones or joints	Any condition that results in a limitation of neurological, physical or sensory function that continues after discharge from the facility	Sexual battery	

Reporting

- Community Care Plan:
- If the member is in immediate danger, **call 911 or local police.**
- Immediately contact the appropriate agency:
 - Florida Abuse Hotline: **800-96-ABUSE (800-962-2873)**
 - Press 2 to report suspected abuse, neglect or exploitation.
 - This Florida Abuse Hotline toll-free number is available 24/7.
 - TTY (telephone device for the deaf): 800-955-8771
- DCF Website: [**How to report abuse**](#)
- National Domestic Violence Network Hotline: **1-800-799-SAFE (7233)**

Thank You



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