

POLICY - Courtesy of NHA Member Hospital

EMPLOYEE ABUSE PERTAINING TO CLIENTS, VISITORS, OR OTHER EMPLOYEES.

The Hospital nor its entities will not tolerate abusive behavior on the part of its employees. Hospital employees will not mistreat, neglect, or abuse patients, clients, visitors or other employees while or during the performance of their duties in this institution. No employee shall mistreat or misappropriate personal property belonging to any client, visitor, patient, or other employee. As per Policy 30.01, Patient Rights, all patients have the right to be free of any physical or chemical restraints imposed for the purpose of discipline or hospital convenience, which are not required to treat the patient's medical syndromes.

Patients and clients will be free from verbal, sexual, physical and mental abuse, corporal punishment and involuntary seclusion.

RESPONSIBILITY: CEO, RISK MANAGER, NURSING ADMINISTRATION, ALL EMPLOYEES.

In the event of an alleged or known mistreatment of any patient or employee within the scope of this policy the following action shall be taken:

1. All employees have the responsibility to report immediately to their immediate supervisor or department head any patient mistreatment or abuse perpetrated by another hospital employee regardless of department or location in the hospital. Patient or client mistreatment, neglect, abuse, misappropriation of property, and injuries of known and unknown sources are reportable. Each employee is required to report immediately any of the above described abusive activities to his/her immediate supervisor or department head.

The department head shall then immediately notify the hospital administrator, who shall conduct an investigation and who shall also notify other officials as appropriate and in accordance with State Law, including the State Survey and Certification Agency.

2. The Hospital shall assure that all alleged violations are thoroughly investigated, and shall retain all documentation regarding such processes. The Hospital also shall act to prevent further or potential abuse while any investigation is in progress by:
 - a) the accused or perpetrating employee involved in the alleged abusive incident does not work independently, but rather under the direct supervision and association of another employee; or
 - b) said involved employee will be suspended from work without pay while the investigation is being conducted and/or until all allegations have been ascertained as unfounded.
3. The result of all investigations concerning employee abuse to patients, clients, visitors, or other employees must be reported to the State Department of Health, the Nursing Board of Licensure, the State Nurse Aide Registry, and including the State Survey and Certification Agency within five (5) working days of the incident.
4. If the alleged violation is verified as accurate, appropriate corrective action will be taken by hospital management or administration against the guilty employee. Hospital employees subject to disciplinary action and/or possible termination if:
 - a) found guilty of abusing, neglecting, or mistreating individuals by a court of law; or
 - b) have had a finding entered into the State Nurse Aide Registry or the Nursing Board of Licensure concerning abuse, neglect, mistreatment of clients, visitors, residents, other employees, including the misappropriation of personal property.

Further, XXX Hospital will report any knowledge it has of actions executed by a court of law against an employee which would indicate unfitness for service as a nurse aide or other nursing faculty staff to the State Nurse Aide Registry or appropriate licensing authorities.

This policy pertains to any inpatient, outpatient, clinic patient, Urgent Care patient or swing bed patient as well as any visitor, or hospital employee.