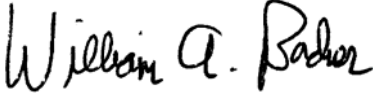




**DATE:** May 25, 2006

**SUBJECT:** Long Term Care Provider Bulletin No. 22, 7/1/91  
Abuse, Neglect, Misappropriation of Property by Nurse Aides or Others

**TO:** Nursing Home Administrators

  
William A. Bordner, Director  
Division of Nursing Care Facilities  
Bureau of Facility Licensure and Certification  
(717) 787-1816

This bulletin is notice of the Division of Nursing Care Facilities' (DNCF) revision of "Facility Report for Investigation of Abuse, Neglect, Misappropriation of Property" by any individual used by the facility to provide services to residents.

The revisions have been made to facilitate reporting to both the Department of Health and the Department of Aging. All areas of the form that are double underlined represent requirements of Act 13 of 1997 and must be reported to the Area Agency on Aging.

We have included as attachments:

- Instructions for Completion
- Revised Provider Bulletin -22 reporting form
- Guidelines for investigation of abuse, neglect and misappropriation of property
- Department of Health definitions
- Act 13 Mandatory Abuse Report Instruction Sheet.

**Facility Responsibilities:**

Each facility must develop and implement its own personnel policies to ensure the employment of qualified personnel. Appropriate reference checks must be made. For nurse aides, the Nurse Aide Registry must also be contacted to confirm the aides' enrollment and status on the registry.

Definitions of resident abuse, neglect, and misappropriation of resident property should be posted in a conspicuous place for staff and visitors' education.

The following procedure is to be implemented by the facility when an incident of resident abuse, neglect, or misappropriation of property is alleged or suspected:

1. Notify the appropriate Division of Nursing Care Facilities field office immediately, by fax or telephone, as to the nature of the allegation and the names of the resident(s) and individual(s) involved.

Notify the appropriate Area Agency on Aging immediately by telephone.

2. Conduct an investigation into the allegation and complete the PB -22 Reporting Form. UTILIZE THE DEFINITIONS AND GUIDELINES PROVIDED WHEN CONDUCTING THE INVESTIGATION AND COMPLETING THE FORM. Initiate contact with local authorities when warranted.

Complete all applicable sections of the PB-22 reporting form; merely stating "see attached" is unacceptable.

3. a. Submit the completed Provider Bulletin -22 reporting form with any required attachments to the field office within five working days of the incident.  
b. Submit the completed Provider Bulletin #22 reporting form to the appropriate Area Agency on Aging within 48 hours of making the oral report.

In cases where more than one individual is implicated, use a separate PB #22 for each person. Where one individual is implicated in an allegation involving more than one resident, use only one form unless to do so limits ability to adequately address the issues.

4. Inform the individual(s) implicated that the facility is required to report the allegation and submit a written report of the investigation, whatever the outcome, to the field office.

**State Agency Responsibilities:**

1. Upon notification of an alleged incident, determine any need for an immediate on-site investigation.
2. If not indicated, conduct an administrative review of the facility's written report (PB-22) upon its receipt to insure that all applicable information is present, i.e., allegation is appropriate (meets the definition).
3. Initiate such follow-up activities as necessary to determine what action, if any, should be taken against the implicated individual(s).
4. Initiate referrals to local authorities, legal counsel, and the Nurse Aide Registry, as well as other state agencies as warranted.
5. Provide for appropriate notification of the accused, the facility or facilities, and Nurse Aide Registry.

Attachments: PB #22 Reporting Form  
Definitions  
Guidelines  
Act 13 Mandatory Abuse Instructions  
Instructions for completion.