

## Clinical Practice Initiatives

# Identification of Abuse and Neglect

NaviCare® HMO SNP, a Medicare Advantage Special Needs Plan and NaviCare® SCO, a Senior Care Options program, both from Fallon Health (Fallon), have endorsed Fallon's Clinical Practice Guideline for Elder Abuse and Neglect. This guideline can be found at <http://fallonhealth.org/providers/medical-management/health-care-guidelines.aspx>.

### Preventive patient education

NaviCare may provide the following educational information to your patients:

- Reinforcement of healthy lifestyle changes, including the importance of taking medication(s) as prescribed, maintaining a healthy diet for weight management, following exercise recommendations, smoking cessation, avoidance of secondhand smoke, anger management, support to enhance communication and counseling
- The importance of regular follow-up visits to promote caregiver support, respite care and early identification of risks for abuse and neglect and injury detection
- Signs and symptoms of potential and actual abuse/neglect and available protection services
- Reporting of suspected or actual abuse/neglect to the appropriate authorities. Reports of elder abuse can be made 24 hours a day, seven days a week to the Massachusetts Elder Abuse Hotline at 1-800-922-2275.

### Clinical indicators

When evaluating your performance, Fallon will utilize the following indicators:

Screening patients annually with the following questions and documenting the answers in the medical record:

- "How are your relationships at home?"
- "Do you feel safe at home?"

**1-866-275-3247**

Monday through Friday from 8:30 a.m. to 5:00 p.m.

**fallonhealth.org**

