

LONG TERM CARE COMMUNITY COALITION

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Assisted Living Fact Sheet:

Detecting and Addressing Abuse and Neglect

The U.S. Government Accountability Office's (GAO) 2018 [report](#) on assisted living indicates that tens of thousands of residents experience "critical incidents" – including abuse, neglect, exploitation, and death – in their assisted living facilities (ALFs) every year. The GAO also found that more than half of the states do not even have a system in place for tracking cases of critical incidents. This indicates that the number of critical incidents involving residents is actually much higher than what the GAO found.

Unfortunately, the GAO report does not specify which states track critical incidents, making it difficult for seniors and their families, and their political representatives, to know what is going on in the ALFs in their states and communities. To assist both consumers and policymakers, LTCCC assessed state activities in respect to publication of ALF survey (inspection) results and remedies imposed when violations are found.

The following page has maps indicating each state's policies for reporting ALF survey results and remedies. Below are some of the key recommendations for implementing abuse and neglect standards from our report, [*Assisted Living: Promising Policies and Practices for Improving Resident Health, Quality of Life, and Safety*](#).

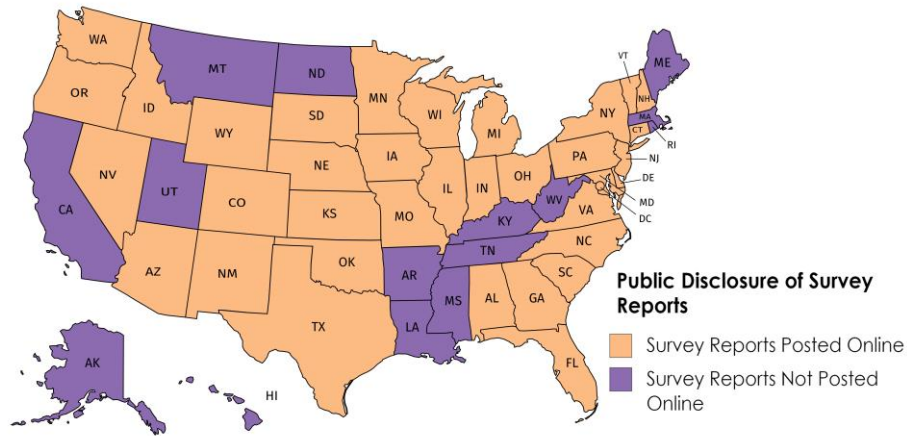
Recommended Practices & Policies to Address Abuse and Neglect

- All ALF employees should undertake training upon employment that includes coverage of identifying, preventing, and reporting abuse, neglect, and other critical incidents.
- Any ALF employee who has contact with residents, including care staff, recreational and social work, food service, and housekeeping staff, should undergo annual training on identifying, preventing, and reporting abuse, neglect, and other critical incidents.
- States should have a consistent definition of what comprises a "critical incident" and be expected to monitor and review such incidents on an ongoing basis.
- State surveyors should undergo annual training focused on supporting their ability to identify and evaluate potential incidents of abuse, neglect, exploitation, and other critical incidents.
- States should publish information on substantiated critical incidents on their websites on a quarterly basis, including: the name and location of the ALF; a description of the critical incidents; the remedy imposed (if any), and the ALF's plan of correction.

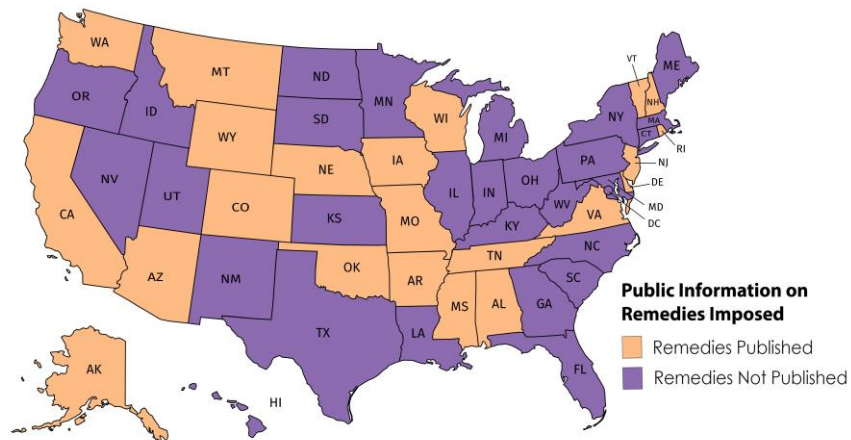
NOTE: This is a partial list. To see all of our recommendations, please see LTCCC's [report](#) on the Assisted Living page of our website, www.nursinghome411.org.

Maps of State Requirements

- 28 states and the District of Columbia do not publish remedies in response to critical incidents online. 22 states publish remedies in response to critical incidents online.



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Further Reading

1. LTCCC's 2018 report, *Assisted Living: Promising Policies and Practices*, provides a comprehensive review of state policies, recommendations, and example language for use in future policymaking. See <https://nursinghome411.org/lccc-report-assisted-living-promising-policies-and-practices/>.
2. LTCCC's Assisted Living State Requirements Chart offers a comparative look at state requirements, including those involving abuse and neglect. See <https://nursinghome411.org/assisted-living-state-requirements-chart/>.

Note: This document is the work of LTCCC. It does not necessarily reflect the views of the Department of Health, nor has the Department verified the accuracy of its content.

For additional information and resources, please visit
www.nursinghome411.org.