Risk Management
in Assisted Living

Managing Resident and Employee Liability
DISCLAIMER

This product is sold “as-is,” without warranty of any kind, either express or implied, respecting the contents of the product, including but not limited to implied warranties for the product’s quality, performance, merchantability, or fitness for any particular purpose. Senior Living University shall not be liable to the purchaser or any other person or entity with respect to any liability, loss or damage caused or alleged to have been caused directly or indirectly by this product.
Acknowledgments

Thanks and acknowledgments for contributions to this publication are offered to the following:

Ben Pearce, Author
Jennifer Noonan, Lead Editor
Michael Amo, Co-editor
Joanne Ivancic, JD, Co-editor
Kathleen Kelly, Co-editor
Deborah Price, R.N., C., M.S.N., Co-editor
William Shenton, JD, Co-editor
John Patterson, Senior Educator
Frank Van Riper, Photographer
Judith Goodman, Photographer
David D. Peete, Senior Editor
David M. Goldberg, Senior Editor
## Table of Contents

### Introduction

| Who Should Read This Book? | 1 |
| What Will the Reader Learn? | 2 |

### Chapter One: An Overview of Risk Management

| Learning Objectives | 4 |
| What Is Risk Management? | 5 |
| Ten Risk-Management Strategies | 7 |
| A Typical Risk-Management Scenario | 10 |
| Communicating With Your Insurance Company | 14 |
| Self-Check Questions | 16 |

### Chapter Two: Managing Resident Responsibility

| Learning Objectives | 20 |
| Shared Risk | 21 |
| Creating a Shared-Risk Agreement | 24 |
| Three Common Causes of Resident Incidents | 27 |
| Responding to Resident Abuse | 31 |
| Self-Check Questions | 34 |
### Chapter Three: Managing Employee Incidents

- Learning Objectives
- Workers’ Compensation
- Preventing Employee Accidents
- Reporting Employee Job-Related Injuries and Illnesses
- Getting Employees Back to Work
- Promoting Employee Safety
- Self-Check Questions

### Chapter Four: Reporting and Investigating Incidents

- Learning Objectives
- Reporting Incidents
- Investigating Incidents
- Writing an Investigation Summary
- Follow-up: Avoiding Recurrences
- Self-Check Questions

### Chapter Five: The Residence Safety Committee

- Learning Objectives
- An Overview of the Safety Committee
- Monthly Safety Rounds
- Trending and Analysis of Incident Reports
- Safety Committee Recommendations
- Self-Check Questions
Chapter Six: OSHA

Learning Objectives 112
An Overview of OSHA 113
Hazardous Substances 116
Bloodborne Pathogens 118
Standard Precautions for Infection Control 120
Transmission-Based Precautions 123
Hepatitis B 124
Human Immunodeficiency Virus (HIV) 126
Tuberculosis Control Program 127
Cleaning and Disinfecting 129
Facility Safety 133
Self-Check Questions 138

Appendix A: Answers to Self-Check Questions 141

Appendix B: Useful Risk-Management Forms 145