



Identification of Abuse and Neglect

Clinical Practice Initiatives

NaviCare® HMO SNP, a Medicare Advantage Special Needs Plan and NaviCare® SCO, a Senior Care Options program, both from Fallon Health, 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 and neglect, and available protection services.
- Reporting of suspected or actual abuse or neglect to the proper 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 indicator:

- 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?

1-877-700-6996

Monday–Friday, 8:30 a.m.–5:00 p.m.

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