

### Risk Management: Approaches to Working With Residents Making Choices That Are Not in Their Best Interest Clinically

Angela Hillesliem, RN  
Vice President, Quality and Risk Management  
Emeritus Sr. Living  
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### Choice in Clinical Care: When Should the Resident Decide?

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|--|---|--|--|
| <b>Treatment Choices</b> <ul style="list-style-type: none"><li>Resident</li><li>Provider</li></ul> | <b>Clinician's Judgment</b> <ul style="list-style-type: none"><li>Regulatory/Bill of Rights</li><li>Standards of Practice</li></ul> | <b>Making the Right Choices</b> <ul style="list-style-type: none"><li>Education/Outcomes</li><li>Resident, MD &amp; Family/POA Agreement</li></ul> | <b>Risk and Financial Implications</b> <ul style="list-style-type: none"><li>Shared Service Agreements</li></ul> |
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Balanced Choice

PROVIDER'S RECOMMENDATIONS/RESIDENTS CHOICES

Outcomes should be balanced and residents well informed of consequences

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### Most Common and Most Expensive Resident Claims

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|---|---------------------------|-----------------------------------|
| <b>Risk Management</b> <ul style="list-style-type: none"><li>Resident</li></ul>   | Elopement                 | Wrongful Death – Medication Error |
| Other prevalent claims: <ul style="list-style-type: none"><li>Fall/Falls with FX</li><li>Wound</li><li>Choking</li><li>Head Injury</li><li>Sepsis</li></ul> | Abuse/Neglect Allegations | Resident-to-Resident Altercation  |

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### What Should a Shared Service Agreement Look Like?

- Resident Name
- Issue(s)/Concern(s)
- Resident/Family/Responsible Party's desire or preference
- Possible/Probable consequence(s) of desire or preference
- Alternative approaches to minimize or eliminate risk
- Course of action agreed to
- SIGNATURES: I/We were provided the opportunity to ask questions and clarify information. My/Our signature(s) acknowledges that the discussion has occurred, there is mutual understanding of the risks, and agreement was reached to best accommodate the resident's and/or family's desire or preference.

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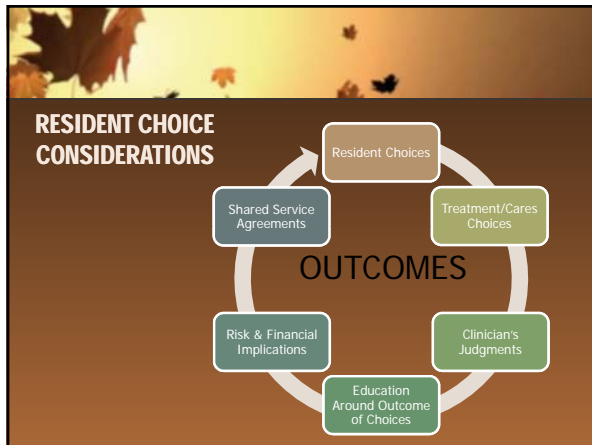
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### Residents Making Choices Not in Their Best Interest Clinically



Excellence in care choices can be attained if you...

**CARE** more than others think is wise,  
**EXPECT** more than others is possible.

Angela Hilleshiem, RN,  
Vice President Quality Services  
Emeritus Sr. Living

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