

2022 Identifying and Reporting Abuse

Signs of Burnout

How to Handle Difficult Patients/Residents

- 1) You are required by law to report witnessed, suspected or alleged abuse.
 - a) true
 - b) false
- 2) The hospital must immediately file a report with which of the following outside agencies.
 - a) Senior Services of Northern Kentucky
 - b) Northern Kentucky Area Development District
 - c) Cabinet for Health and Family Services/Office of Inspector General
 - d) Elder Maltreatment Alliance
- 3) Improper use of physical or chemical restraints, rough handling during caregiving, force-feeding and shaking are all examples for what type of abuse:
 - a) Self neglect
 - b) Financial abuse
 - c) Emotional abuse
 - d) Physical abuse
- 4) A verbal or nonverbal act that inflicts pain, anguish or distress is what type of abuse:
 - a) Neglect
 - b) Physical abuse
 - c) Emotional abuse
 - d) Sexual abuse
- 5) You are caring for a confused older adult. You find a ten-dollar bill in her bedside table. Because of her confusion, you know she won't miss it and you take it. This is an example of what type of abuse.
 - a) Emotional abuse
 - b) Misappropriation of property
 - c) Physical abuse
 - d) Neglect
- 6) An older adult is admitted to your unit from the ED. He is dirty and appears malnourished. It is cold out but he has on summer clothing and his clothing is badly stained with urine and feces. He is weak. You know from his history that he lives alone and appears not to have any relatives that are involved in his care. You might suspect that he is the victim of which type of abuse:
 - a) Neglect
 - b) Physical abuse
 - c) Self-Neglect
 - d) Sexual abuse
- 7) Burnout may be a causative factor in abuse. Which of the following are signs of burnout?
 - a) Apathy, laziness and lack of caring
 - b) Frustration with the job and co-workers

- c) Blaming others for your mistakes
 - d) Working harder but succeeding less
 - e) All the above
- 8) Dealing with difficult behavior can also contribute to abuse. When dealing with a difficult behavior it is best to:
- a) Not react but give yourself time to think and focus
 - b) Move to a public place
 - c) Avoid the emotions of the issue
 - d) Make it personal
- 9) When you recognize signs of burnout in yourself or co-workers it is time to ask for assistance from your supervisor or the:
- a) Compensation and benefit department
 - b) Security
 - c) Emergency Department
 - d) Employee Assistance Program
- 10) Tips for handling burnout include:
- a) Organize and prioritize time and tasks
 - b) Seek personal and professional growth
 - c) Maintain good communication with co-workers
 - d) Develop outside activities and focus on the more satisfying aspects of life
 - e) All the above