

Pertinent definitions:

- **Neglect** (Federal) – Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness (42 C.F.R. §488.301).
- **Abuse** (Federal) – The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish (42 C.F.R. §488.301).
- **Abuse** (State) – (a) intentional infliction of physical harm, (b) injury caused by negligent acts or omissions, (c) unreasonable confinement, (d) sexual abuse or sexual assault (A.R.S.§46-451).
- **Abuse** (State) (Vulnerable Adult Abuse) includes emotional abuse which is defined as a pattern of ridiculing or demeaning a vulnerable adult, making derogatory remarks to a vulnerable adult, verbally harassing a vulnerable adult or threatening to inflict physical or emotional harm on a vulnerable adult (A.R.S.§13-3623).
- **Injuries of unknown source** (Federal) – An injury should be classified as an “injury of unknown source” when **both** of the following conditions are met:
 - The source of the injury was not observed by any person or the source of the injury could not be explained by the resident; **and**
 - The injury is suspicious because of the extent of the injury or the location of the injury (e.g., the injury is located in an area not generally vulnerable to trauma) or the number of injuries observed at one particular point in time or the incidence of injuries over time.
- **Misappropriation of resident property** (Federal) – The deliberate misplacement, exploitation, or wrongful, temporary or permanent use of a resident’s belongings or money without the resident’s consent (42 C.F.R. §488.301).
- **Disaster** (State) – unexpected adverse occurrence that affects the nursing care institution’s ability to provide nursing care institution services.
- **Incident** (State) – unexpected occurrence that poses a threat to the health and safety of residents. The following are considered “incidents” by the Office of LTC Licensing:
 - **Eloperments** (unsupervised and unauthorized)
 - **Deaths** (unexpected, or as a direct result of an injury)
 - **Serious injuries**, whether witnessed or not
 - **Significant Medication errors** that have the ability to jeopardize a resident’s health
 - **Outbreaks** of illness or infection.

PLEASE NOTE: Reporting unusual occurrences to the Office of Long Term Care does not relieve the facility from reporting requirements of other agencies.

If a determination is made that an event is not reportable to the Office of Long Term Care, this does not relieve the facility of its responsibility to investigate and take appropriate action.