

**Wisconsin Department of Health and Family Services
Bureau of Quality Assurance**

CASE STUDY

Case A:

Joe Jones works as a caregiver at ABC Facility, a state facility. On 10-18-05, resident Chuck Collins reported to the unit supervisor, Ed Edwards, that Joe had “smacked” client/resident Bob Brown.

According to Chuck, the incident happened after Joe denied Bob the privilege of watching television because Bob had violated a program rule. Angry because he would miss his favorite show, Bob “took a swing” at Joe. Joe then “smacked” Bob.

- Facility history: Generally good compliance history. Some past issues include inappropriate use of restraints, inadequate day treatment programming for some residents, and isolation in behavioral programming.
- Caregiver history: Good attendance; completed facility training; being considered for a promotion; well-liked by staff.
- Facility response: Took Joe aside and counseled him. Viewed Joe’s conduct as “self-defense”.