

# EXPERIENCE INFORMS OUR POINT OF VIEW

Dangremond Consulting is committed to helping our clients design organizational process focusing on proactive approaches to protection from harm, incident management, and critical incident investigations impacting the delivery of quality services and supports in long-term care. We work to avoid the reactive, ad hoc, or piecemeal approach to licensing or litigation concerns that are often ineffective at **preventing abuse and neglect** in long-term care human service organizations and systems.

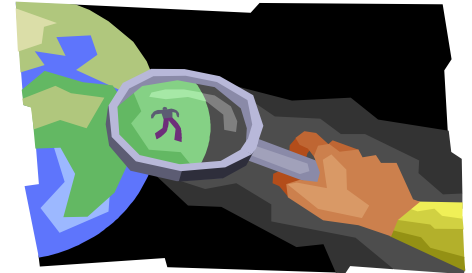
Our clients include federal, state, and local governments responsible for mental health, intellectual and developmental disabilities, elder care, juvenile justice programs, advocacy agencies, attorneys, and public and private human service organizations providing direct supports to people in long-term care.

**Dale J. Dangremond, BSW, MBA** brings over 34 years of experience working in human service systems and organizations. Ms. Dangremond has worked on a national level over 24 years as an expert consultant and trainer on abuse and neglect, incident, risk and quality management of people with disabilities, the elderly, and juveniles in institutional and criminal justice settings.

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**Protecting People from Harm:  
Preventing and Investigating  
Abuse and Neglect**

**Expert Consulting and Training for  
Long-Term Care Human Service  
Systems and Organizations**

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## **Independent Consultation and Training On Protecting People from Harm, and Preventing and Investigating Abuse and Neglect in Long Term Care Since 1990**

Long-term care systems and organizations today face increased requirements and challenges in assuring the basic health, safety, and welfare of individuals receiving services— **protecting people from harm**



(individuals and employees alike). Incidents of abuse and neglect are frequently the subject of government intervention, media investigation, and litigation throughout this country. As

a result, protecting people from harm, particularly activities of incident management and conducting competent incident investigations, is one of the most critical components of quality improvement and compliance in long-term care, human service organizations.

When faced with legal and licensing challenges involving protection from harm concerns, organizations and systems providing services to people with disabilities or the elderly often “react” by simply over-laying new or revised incident management and investigation policies upon already dysfunctional program operations and quality improvement practices. In doing so, the opportunity is lost to influence and create organizational cultures vested in being proactive that strive to **prevent harm**.

**Dangremond Consulting provides independent expert training and consulting supports to entities experiencing licensing and litigation issues resulting from the inability to protect people from harm and assure the basic health, safety and welfare of individuals receiving services.**

## **Training**

Dangremond Consulting offers training on a variety of quality improvement and protection from harm topics for Executive, Professional, and Direct support staff, and Boards of Directors. Training topics are tailored to fit your needs including:

- **Protecting People from Harm: Incident Management for Long-term Care Organizations**
- **Protecting People from Harm: Identifying and Preventing Abuse and Neglect in Long-term Care**
- **Conducting Critical Incident Investigations (basic and advanced training programs)**
- **Reconciling Evidence and Concluding the Critical Incident Investigation**
- **Preparing Critical Incident Investigation Reports**
- **Competency Assessment of Critical Incident Investigation Process**
- **Protecting People from Harm: Corporate Board Responsibilities in Long-Term Care**
- **Managing Witness Interviews with Individuals with Cognitive and Communication Impairments**



## **Independent Expert Consultation**

Dangremond Consulting offers expert consulting supports on protection from harm issues including:

- Assessing Incident/Risk Management practices in long-term care systems and organizations.
- Assessing administrative, program, and fiscal operations impacting quality and incident management in long-term care systems and organizations.

- Assessing the quality of Critical Incident Investigations on a case-by-case basis.
- Drafting and implementing incident management statutes, regulations, policies and procedures for long-term care systems and organizations.

## **Investigation Mentoring**

Dangremond Consulting provides real-time **Investigation Mentoring** supports, **24 hours a day, 7 days a week**, to individuals and organizations. Mentoring supports are available when you most need them —**during the investigation** — to minimize potential mistakes in identifying, collecting, preserving, and analyzing evidence.



We offer feedback and training beyond the standard “classroom learning” experience. Our goal is to help assemble the necessary building blocks to developing competencies regarding incident investigation process.

## **Dangremond Consulting, LLC**

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