

CONTENTS

PREFACE xi

ONE

- ▶ Professional Risk Management: An Overview 1
 - Professional Malpractice and Liability 2
 - Key Concepts in Risk Management 3
 - The Elements of Malpractice and Liability 6
 - Process Versus Outcome and the Standard of Care 13
 - Damages in Liability Cases 18

TWO

- ▶ Confidentiality and Privileged Communication 23
 - The Concept of Privacy 23
 - Common Confidentiality Issues 27
 - The Concept of Privileged Communication 61
 - Responding to Subpoenas and Court Orders 71
 - Unintentional Disclosure of Confidential Information 76

THREE

- ▶ The Delivery of Services 86
 - Clients' Rights 87
 - Informed Consent 89
 - Clinical Assessment and Intervention 99
 - Negligent Intervention 105
 - Boundary Issues and Dual Relationships 110
 - Managing Boundary Risks 117
 - Undue Influence 119
 - Suicide 122
 - Involuntary Civil Commitment 129

Protective Services	133
Defamation of Character	141
Digital Technology and Social Media	143

FOUR

► Impaired Social Workers	154
The Nature of Impairment	155
Extent of Impairment	157
Causes of Impairment	160
Sexual Abuse of Clients	163
Practitioner Substance Abuse	173
Response to Impairment	176
Risk Management Strategy	182
The Challenge for Social Work	185

FIVE

► Supervision: Clients and Staff	190
Client Supervision	190
Staff Supervision	194
Supervision Case Law	199
Supervision of Volunteers	205
Liability and Social Work Education	207
Preventing Supervisory Liability	209

SIX

► Consultation, Referral, Documentation, and Records	216
Consultation in Social Work	217
Referral in Social Work	223
Social Work Documentation and Records	226
Evolution of Social Work Standards	230
Risk Management Standards and Guidelines	232

SEVEN

► Deception and Fraud	251
Self-interested Deception and Fraud	252
Deception and Fraud Motivated by Altruism	270

EIGHT

- ▶ Termination of Service 275
 - The Concept of Abandonment 275
 - Premature Termination 277
 - Prevention Strategy 286

NINE

- ▶ Responding to Lawsuits and Ethics Complaints:
 - The Role of Prevention 288
 - In the Event of a Lawsuit or Licensing Board Complaint 288
 - The Role of the Expert Witness 295
 - Preventing Lawsuits and Licensing Board Complaints: Good Practice 297
 - Preventing Lawsuits and Licensing Board Complaints: Good Ethics 298
 - Ethical Dilemmas and Decision Making 301
 - Conducting an Ethics Audit 306

APPENDIX: SAMPLE FORMS 311**NOTES 319****REFERENCES 327****LEGAL CITATIONS 357****INDEX 363**

