

# Services

## Mission Statement:

To break the cycle of domestic violence by providing safe refuge and supportive services that educate and empower women and their children. Hope House will advocate social change that protects and engenders a person's right to live a life free of abuse.

# BridgeSPAN Healthcare Advocacy Program

Services a BridgeSPAN advocate can provide while on-site at any of our area hospitals

- Domestic Violence Education and Support
- Crisis Intervention
- Safety Planning
- Confidential Advocacy
- Shelter Placement
- Civil/Legal Referrals
- Emergency Orders of Protection
- Access & Referrals to Community Resources
- Follow-up Referral Support

## Contact Information

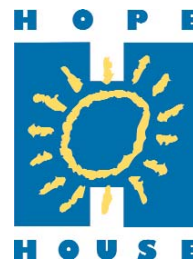
Hope House  
P.O. Box 520409  
Independence, MO 64052

Hope House Hotline: 816.461.HOPE  
Metropolitan Hotline: 816.HOTLINE

A BridgeSPAN advocate is available to meet with all victims of domestic violence identified in the medical setting, including healthcare system employees.

*“battered patients often present with repeated injuries, medical complaints and mental health problems, all which result from living in an abusive situation.”*

*American Medical Association*



Since January 1992, the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) has required all accredited hospitals to implement policies and procedures in their emergency departments and ambulatory care facilities for identifying, treating, and referring victims of abuse



## Saving Lives!

**Linking healthcare & community resources to end domestic violence.**

# The Program

Healthcare providers are in a unique position to link abused women seeking medical treatment to supportive services and resources that exist in the community.

BridgeSPAN provides education and training on RADAR, a method widely used by healthcare providers to routinely screen patients for domestic violence.

## Important Aspects of the Program

Within 30 minutes after a victim of domestic violence is identified, the Hope House BridgeSPAN advocate will arrive to meet with the victim to provide:

- Confidential, on-site advocacy
- Referral services to patients, employees and visitors of the hospital who are affected by domestic violence

**These services are available 24 hour per day, 7 days per week.**

## Locations

Saint Luke's Hospital - Lee's Summit  
St. Mary's Hospital of Blue Springs  
Truman Medical Center Lakewood  
Independence Regional Health Center  
Medical Center of Independence  
The Women's Clinic of Kansas City (by appt.)

# The Cycle of Violence

## I. Tension Building Phase

- Increasing sense of tension in the household
- Feeling as if "walking on eggshells"
- Constantly on guard

## II. Acute Battering Phase

- Tension that has been building is finally released
- May be mild or severe and last a few minutes or several days
- May include slamming doors, throwing things, destroying property, slapping, pushing, kicking, name calling or the use of a weapon

## III. Open Window Phase

- Occurs directly following the acute battering phase
- Victims seek emergency medical care for treatment of injuries often caused by domestic violence
- Best opportunity to educate and share resources with women seeking medical treatment

## IV. Honeymoon Phase

- Abuser is often apologetic and he/she attempts to make up
- He/she makes excuses for his/her behavior and may make promises to change or seek counseling.

# Screening

## R.A.D.A.R.

### Healthcare System Responsibility:

**R** = Routinely screen all females aged 14 years of age and older

**A** = Ask direct questions

**D** = Document your findings

### Healthcare Advocate Responsibility:

**A** = Assess patient safety

**R** = Review options and make referrals

## Support

Support is critical to surviving domestic violence. Whether previously or currently in an abusive relationship victims are probably in need of support. Counseling, calling the hotline or attending support groups are options victims may want to consider.

## Counseling Services

Hope House, Inc. offers counseling services to any woman affected by domestic violence. Trained therapists are experienced in working with domestic violence. For information about counseling services and support groups please call (816) 461-HOPE.

## Support Group Locations

Blue Springs, Lee's Summit, Independence