

Degrading Treatment

The nursing home failed to report an allegation of abuse for resident 12.

The resident had “no cognitive impairment” (BIMS score of 15 out of 15).

A review of a Complaint/Grievance Report filed by resident 12 and signed by the Social Service Director (SSD) and the Director of Nursing (DON) revealed that the resident had self-reported that LPN 2 cursed her, especially when she didn’t have her oxygen on. When the nurse gave her a shot, she told her to move her big butt. The DON’s documentation revealed that resident 12 continued to state that LPN 2 continued to refer to her buttocks as big.

The Complaint/Grievance Report documentation reflected that this was not reportable to the State Agency and was signed by the DON and SSD.

During an interview with resident 12, the resident stated that she was having problems with LPN 2. The resident stated that LPN 2 was very rude and mean to her. She added that a month or so ago, LPN 2 had come into her room to give her a shot and told her to move her big butt.

The resident stated that she did not like being treated like a child by LPN 2 and that her anxiety level rises when LPN 2 is working.

The resident stated that she had not been physically abused but felt like LPN 2 was degrading in her treatment.

The resident stated she feared retaliation from LPN 2 if she found out that the resident reported her to the state. She added that she loved living at the nursing home and didn’t want to move unless she got stronger with therapy.

When interviewed, LPN 2 stated she had never referred to resident 12 as having a big butt.

The DON confirmed she had not reported the incident as abuse.

The Administrator confirmed she was not aware of resident 12’s complaint/grievance regarding LPN 2.

The nursing home policy titled Policy for Reporting revealed that the nursing home “must ensure that all alleged violations involving mistreatment, neglect, and abuse, are reported immediately to the Administrator of the facility and to other officials in accordance with State Law through established procedures including the State Survey and Certification Agency.”

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| Name of Nursing Home | Queen City Nursing Center / Provider ID: 255166 |
| Address | 1201 28 th Avenue, Meridian, Mississippi |
| Date investigation completed | June 9, 2017 |
| Type of deficiency issued | F225 – Report and investigate abuse, neglect or mistreatment |
| Severity level | Minimal harm or potential for actual harm |
| Overall Quality Star Rating: 2; Staffing Rating: 5 | |

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/255166/health/standard?date=2017-06-09>