

“A Lot of Anxiety”

The nursing home failed to provide an environment free from staff to resident verbal abuse / intimidation of resident 104 resulting in the resident’s fear of retaliation following reported care concern, and the potential for a decline in resident’s physical, mental, and psychosocial well-being.

Resident 104 was cognitively intact (BIMS score 15 out of 15).

During an interview, resident 104 reported that she had concerns with the manner that CNA I provided her cares. The concerns were related to not answering her call light, rushing during cares, and immature behavior. Later on, LPN FF stated that the resident also reported that CNA I was making rude comments about her weight. The resident stated that she talked to the Unit Manager about her concerns but that the issues continued without any follow-up from the Unit Manager. Therefore, the resident reported her concerns to LPN FF.

Resident 104 stated that a few hours after reporting the concerns to LPN FF, she heard yelling and cursing in the hallway and then CNA I “ran up to my bed, got in my face and said, ‘We’re good, we’re good, right!’” Resident 104 reported that LPN FF came to the doorway and asked CNA I to leave the bedroom. Then, the yelling and cursing started again in the hallway, but she never saw CNA I again.

Resident 104 reported that she was worried about her safety that evening and stated, “I had a lot of anxiety, and I was worried about the safety of LPN FF.”

During an interview, LPN FF reported that s/he brought resident 104’s concerns to the Director of Nursing who then assigned CNA I to work on a different hall. LPN FF added that later that day, when CNA I reported to work, she became very angry when she found out about her new assignment. LPN FF stated, “She got very defensive and said she was not going to move. She accused me of reporting her.”

LPN FF added that CNA I then started going down the hallway, went into resident 104’s bedroom, and confronted her very loudly, “Are we good, are we good, we good, right?” LPN FF stated that she asked CNA I to come out of the bedroom and that resident 104 was looking at her (LPN FF) wide eyed. LPN FF stated, “I was sick to my stomach. I felt bad that I let the patient down.”

CNA I then yelled and screamed down the hallway. LPN FF asked her to leave the building, but she walked down the hallway in the opposite direction. LPN FF then called 911 and while on the line with 911, was informed that was CNA I was escorted out of the building. The Administrator contacted the agency employing CNA I and notified them that CNA I will not be allowed to work in the nursing home and that she would be reported to the state about the abuse.

Name of Nursing Home	Skld Beltline / Provider ID: 235103
Address	2320 E. Beltline SE, Grand Rapids, Michigan
Date investigation completed	July 22, 2022
Type of deficiency issued	F600 – Free from Abuse and Neglect
Severity level	Minimal harm or potential for actual harm
Overall Quality Star Rating: 1; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/235103/health/complaint?date=2022-07-22>