

*Staff’s Derogatory Facebook Post Results in Fear of Retaliation*

The nursing home failed to ensure resident 19 was treated with dignity and respect and not retaliated against following a staff to resident altercation when staff posted on social media (Facebook) conversation that was derogatory in nature directed to and about resident 19. The social media exchange was viewed by the resident and the local Ombudsman.

A nursing progress note revealed resident 19 was using profanities and running into a nurse aide with her motorized wheelchair. The next day the nursing home submitted a self-report incident (SRI) involving an allegation of physical abuse involving resident 19. The SRI revealed resident 19 reported she approached nurse aide 103 at the nurse’s station in her electric wheelchair. The resident asked nurse aide 103 if she had stolen her lotions. Nurse aide 103 reported she did not take the resident’s lotions. The resident began swearing and yelling at nurse aide 103. The resident used her wheelchair to pin nurse aide 103 against the nurse’s station. Nurse aide 103 kept asking the resident to back up. Nurse aide 103 reached out and caught the resident’s neck with her hands. The two were separated and the police were called. The resident continued to yell vulgar names while police were interviewing staff.

Review of nurse aide 103’s social media (Facebook) page revealed that the nurse aide listed the nursing home as her current employer. A post on the same date the SRI was submitted revealed nurse aide 103 wrote, “If you must try to hurt other people to feel powerful, you are an extremely weak individual.”

Nurse aide 48 responded to the post, “Should’ve smacked the [expletive]. Something had to be done.”

Nurse aide 103 responded to nurse aide 48, “From the sexual harassment that you witnessed to trying to be a bully now the racist remarks and trying to actually hurt someone, yeah I’m not having it.”

Nurse aide 103 posted, “Nobody deserves to work in an atmosphere that she presents, she always had and always will make it a complete hostile environment to work in. She’ll manipulate everyone in the building to ruin one person’s reputation. I am not having it anymore. Elderly residents shouldn’t have to have such a violent bullying racist neighbor. She tries to intimidate anyone she can, staff and residents. She’s a loser.”

An interview with the Ombudsman revealed that resident 19 reported to her that staff posted comments about her on social media (Facebook). The Ombudsman read the Facebook comments about the resident.

An interview with resident 19 revealed she saw the post on Facebook made by nurse aide 103 and the other comments under it and knew it was about her. Resident 19 stated it was very upsetting and hurtful to see those things posted on Facebook, especially sexual stuff and that she was racist. She revealed that she was afraid the other staff would retaliate against her after reading those remarks.

Name of Nursing Home	Dixon Healthcare Center / Provider ID: 365629
Address	135 Reichart Avenue, Wintersville, Ohio
Date investigation completed	July 22, 2021
Type of deficiency issued	F550 – Resident Rights
Severity level	Minimal Harm or Potential for Actual Harm
No Star Ratings Due to Special Focus Facility Designation	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/365629/health/complaint?date=2021-07-22>