

Whispers to Surveyor, “I Am Afraid They Are Going to Retaliate”

The nursing home failed to ensure freedom from abuse for 10 residents. This deficient practice resulted in pain, bruising, humiliation, embarrassment, fearfulness, increased anxiety, frustration, and feelings of being unsafe in the nursing home based on a reasonable person standard for residents with impaired cognition and statements by cognitively intact residents resulting in Immediate Jeopardy to vulnerable residents’ health and safety.

Resident 27 had intact cognition and required dependent, two-person assistance with transfers, and extensive one to two-person assistance with bed mobility, dressing, toileting, and personal hygiene.

During an interview, when asked about the care and treatment provided by staff, the resident stated, “CNA F is horrible! He man handles me (is rough) when he dresses me.” The resident stated, “You are almost afraid to open your mouth. He is like cruel or mean. I try to say, “Please get my sling” or “Don’t forget my sling,” and CNA F will say, “I KNOW!!”

During a continued interview, resident 27 reported overhearing CNA I in the next bedroom shouting at resident 50, “You just shut up and grab those things.” She also heard CNA I yell at resident 50 and told him if he rang the call light one more time, CNA I would rip the call light out of the wall.

Resident 27 stated CNA JJ is dealing with a lot of frustrations and then she will come in and take it out on me. The resident stated she defecates (poops) on a pad placed underneath her on the bed. When asked why, the resident said it was too much waiting for them to find a sling to get her out of bed. The resident said that recently CNA JJ had put a pad under her (for catching the bowel movement) when resident 27 did not have a bowel movement and she told CNA JJ that she did not have to poop. CNA JJ told her to stay in bed to see if she could (poop) for her. The resident turned on the call light and told CAN JJ she did not have to have a bowel movement, so CNA JJ said, “Then I’ll come back when you have a BM.” The resident said she stayed in bed all day that day, and since that day CAN JJ would sarcastically ask if the resident had to have a BM. During a repeat interview, resident 27 asked the surveyor to come into her bedroom, to shut the door, and whispered, “I am afraid they are going to retaliate against me.”

Resident 50 (intact cognition, BIMS score of 15 out of 15) required one-person physical assistance with dressing, toileting, and personal hygiene and required supervision with transfers. The resident stated that CNA F gets right in my face and says, “Shut the F*ck *p!” The resident added that CNA J has grabbed his right arm causing it to bruise. The resident stated, “I talked to administration, but it seems like (it is) falling on deaf ears. Nothing happens.” The resident quietly asked this surveyor to make sure no one was outside the door listening to what he was saying and stated, “CNA F has ears listening on everything.” The resident said he was afraid of CNA F and commented that he would normally challenge him (CNA F) but he was [AGE REDACTED] years old and too old to be fighting.

Name of Nursing Home	The Villa at Traverse Point / Provider ID: 235412
Address	2828 Concord St. Traverse City, Michigan
Date investigation completed	July 11 2022
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 1; Staffing Rating: 2	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/235412/health/standard?date=2022-07-11>