

“Put Through Hell” for Reporting Medication Error

The nursing home failed to thoroughly investigate a potential allegation of abuse of resident 24 by an agency nurse.

Resident 24 was cognitively intact (BIMS score of 15 out of 15) and legally blind.

During an interview, resident 24 said that there was an issue with a nurse about a month or a month and a half ago. The resident said that the nurse only brought the resident one blood pressure pill but that they should receive three of that specific medication. Resident 24 said that they told the nurse this was not correct dosage and when the nurse didn’t respond, the resident told another nurse the next day. That nurse told Unit Manager 1, who notified the nurse that the resident gets three of that medication.

The resident said that after reporting the medication concern, the nurse put them through hell. The resident said the nurse accused the resident of being racist and said she would bring in a witness when administering medications. The resident said that when asking about blood sugar levels, the nurse would tell them to read it from the screen, but the resident had difficulty reading due to being legally blind. The resident said that these concerns were reported to the Activity Director, who filled out a grievance. Resident 24 said that the nurse no longer provides care to him/her.

The Director of Nursing (DON) confirmed the nurse was reassigned to different units after the incident.

The Activities Director confirmed that the resident told her about these allegations. She stated that she filled out a grievance form and gave it to Social Worker 1. She also reported it to the DON.

Review of a grievance/concern form completed by the Activities Director indicated that the resident has reported that they were accused by the nurse of being racist towards her. The resident stated since the nurse’s accusation, the nurse has brought a witness into the resident’s room when she gives the care and has refused to give the resident the results of the resident’s blood pressure, blood sugar, or temperature.

The nurse denied the resident’s allegations.

Name of Nursing Home	Country Center for Health & Rehabilitation / Provider ID: 225332
Address	180 Low Street, Newburyport, Massachusetts
Date investigation completed	August 25, 2022
Type of deficiency issued	F610 – Investigate/Prevent/Correct Alleged Violation
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 5; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/225332/health/standard?date=2022-08-25>