

“Honey, They Almost Broke Me in Half”

The nursing home failed to prevent physical and verbal abuse of three residents (701, 703, and 704) and one discharged resident 1. This deficient practice resulted in an Immediate Jeopardy, hospitalization related to physical injury, unnecessary pain, and psychosocial distress.

Resident 701 had moderate cognitive impairment (BIMS score of 10 out of 15) and required extensive to total assistance with activities of daily living. The resident had “hard time swallowing pills.”

During an interview with Witness B who worked at the hospital where resident 701 had been transferred following an incident, witness B stated that resident 701 said they had been abused (“handed like a doll”) at the nursing home when a worker got mad after they spilled their medications. The witness stated that the resident was hospitalized due to an injury (X-ray showed c-2 displacement) because of the assault.

During an interview held after resident 701 returned to the nursing home, the resident was asked why they were in the hospital and stated, “RN A picked me up by the legs and the back of the neck. I don’t want to talk about it. It was scary.” The resident said that RN A hurt their neck when they grabbed them, and added, “RN A yelled at me. Called me names. I don’t want to talk about it anymore.”

During an interview, Nursing Assistant (NA) E stated that resident 701 “called me into their room because RN A left their pills on the bedside table for resident 701 to take themselves” (despite knowing she wouldn’t take them). Resident 701 then stated, “Honey, I think I dropped some of my pills and I can’t find them.” They searched the bed and floor but couldn’t find them. NA E stated, “I went and told RN A and RN A went ballistic.” RN A was swearing at resident 701 and called them, “Fuc*ing idiot” and “Are you fuc*ing stupid” and “I am going to be in trouble.” RN A then yanked the blankets off resident 701 and grabbed resident 701’s neck and bent them forward. NA E said that RN forcefully pulled the resident forward by their neck towards their feet. NA E stated that resident 701 cried out, “OW, OOW, OW, Stop. You’re hurting me.” NA E yelled loudly, “RN A, WHAT THE HELL ARE YOU DOING?” RN A then slammed resident 70’s back down in the bed, threw the blankets at the resident, and stormed out the bedroom. NA E said resident 701 was “so upset,” looked at me with terror in their face, and said, “Honey, they almost broke me in half.” NA E stated they stayed with the resident for 10-15 minutes to provide emotional support and promised the resident they would take care of it.

An hour later, RN A asked NA E, “Was resident 701 really upset? NA E told RN A: “Yes, you were so cruel.” RN A then said, “I better go in there and smooth things over so resident 701 doesn’t report me.”

Resident 701 instructed her spouse not to speak to anyone about it because they were afraid of retaliation.

The Administrator revealed that mistreatment allegation was substantiated, and RN A was fired.

Name of Nursing Home	Medilodge of Richmond / Provider ID: 235486
Address	34901 Division Road, Richmond, Michigan
Date investigation completed	August 13, 2020
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Immediate Jeopardy
Overall Quality Star Rating: 4; Staffing Rating: 4	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/235486/health/complaint?date=2020-08-13>