

Cursed and Slapped

The nursing home did not ensure resident 3 was free from abuse. Specifically, the nursing home did not ensure resident 3, who had severe cognitive impairment, was free from verbal and physical abuse when CNA 4 used profanity and slapped the resident.

Resident 3 had severely impaired cognition (based on MDS assessment) but could usually make herself understood and could usually understand others.

An Accident/Incident Report documented the resident received an open hand slap on the cheek.

The investigation completed by the Director of Nursing (DON) documented CNA 4 was assisting CNA 2 with care for resident 3. Resident 3 was verbally and physically uncooperative, which was common for the resident. After deciding to stop and return later, CNA 4 suggested trying once more. CNA 2 thought that was an acceptable plan. CNA 4 placed their hand on the resident's left arm and encouraged them to stand. The resident mumbled something., and CNA 4 replied, "Don't tell me what the @%&\$ to do." The resident then struck CNA 4 in the right temple with their left hand. CNA 4 reacted by slapping the resident on the cheek with an open hand using enough force to cause the head to move. CNA 4 immediately left the room and reported their action to the RN.

During an interview, the RN Educator stated that CNA 4 reacted to the resident verbally and physically. Staff are told they cannot retaliate against a resident, and that CNA 4 knew the resident had behaviors and should have reapproached the resident.

During an interview, the DON stated CNA 4 did not think at the time of the incident, and just reacted, then afterwards they realized what they had done.

CNA 4 was escorted out of the nursing home, suspended pending the outcome of the investigation.

Name of Nursing Home	Aurelia Osborn Fox Memorial Hospital / Provider ID: 335204
Address	One Norton Avenue, Oneonta, New York
Date investigation completed	October 29, 2021
Type of deficiency issued	F600 – Freedom from Abuse, Neglect, and Exploitation
Severity level	Minimal Harm or Potential for Actual Harm
Overall Quality Star Rating: 1; Staffing Rating: 3	

Investigation report: <https://www.medicare.gov/care-compare/inspections/pdf/nursing-home/335204/health/complaint?date=2021-10-29>