

## PROBLEM RESOLUTION CASE STUDIES

### Case Study #1

Agnes, a resident at your assigned assisted living facility, complains about the housekeeping. "Only one of the girls, Joanne, is a problem," she tells you. "The other two girls do a good job and are always polite. I spoke up about Joanne at the last tenant's meeting, but that was a big mistake; I didn't realize that Joanne was the administrator's daughter! Now she's more rude than ever, but I'm afraid to say a word." You arrange to visit Agnes's apartment after Joanne has cleaned it. There are brown stains inside the toilet bowl and yellow stains on the floor in front of it. Cleaning fluid has been squirted inside the shower and not rinsed off. Under Agnes's bed are dust bunnies and used tissues. Agnes gives you the names of five more residents to interview. They all agree with Agnes that Joanne is rude and a poor housekeeper. None of the residents will allow you to use their names.

- *What concerns do you have about what Agnes has told you?*
- *Who would you talk to to try to resolve this problem?*
- *What would you say to that person?*

### Case Study #2

You are approached by the family of a resident at your assigned nursing home. The resident's wife tells you, "Ed had a stroke a couple of months ago. He was on what they call 'skilled care' for three weeks. Then they said Medicare wouldn't pay anymore, so they moved him over to the intermediate section. We were real worried, but the nurse told us they'd keep working with Ed on his therapy. But since he's been in this section, all he seems to do is lie in bed! I asked the little caregivers about Ed's therapy and they tell me he keeps refusing. I don't think they try very hard; after all, they don't have much work to do if he stays in bed all day!"

- *Which level of staff person would you go to to try to resolve this issue?*
- *What method would you use to resolve this issue?*

### Case Study #3

The son of one of your resident's calls you at home to complain about his father's missing hearing aids. "This is the second time Dad's hearing aids have been lost since he moved in a year ago. I bought an insurance policy that covers one loss per year, so this time we'll have to payout of pocket. The administrator says their insurance won't cover this. Dad's got some short-term memory problems and can't remember the last time he had them." Your investigation reveals that after the hearing aids were lost the first time, the facility agreed to have the evening medication aide lock the hearing aids in the medication room and

have the morning medication aide assist the resident with putting them in. While everyone on the staff tells you this procedure was followed, the facility cannot produce any documentation that this was their procedure. You also cannot determine which day or at what time the staff first realized that the hearing aids were missing.

- *Should the resident or the facility be responsible for replacing the missing hearing aids?*
- *Who do you need to work with at the facility to get this resolved?*
- *What is your strongest argument?*