

NAME THAT RIGHT

1. Andrew is his father's power of attorney. When Andrew requested to review his father's medical records and care plan, he was told by facility staff that it was not customary for family to review resident's records.
2. Facility staff routinely walk into Mrs. Carlisle's room without knocking and they often leave the door open while attending to her personal needs.
3. June is the Volunteer Ombudsman at Easy Rest Nursing Home. She is concerned about Mrs. Abbott, who was recently admitted to the facility. Before she goes to speak with Mrs. Abbott, she requests to look at her medical record and care plan and the charge nurse obliges.
4. Mr. Carter is a disabled man living in Fuzzy Pines Nursing Home. He is very active in the Resident's Council and not shy about bringing problems to the attention of facility staff. On Friday facility staff informed him that they could no longer meet his needs and he would be discharged the following Monday.
5. Mr. Norman is on Medicaid. He receives about \$43 per month from Medicaid to spend on personal items. Mr. Norman's son Herman takes his father's check each month and buys items for his new apartment.
6. Mr. Pine's nephew, Stephen, is loud and obnoxious, but Mr. Pine enjoys his visits. Facility staff does not like Stephen and informs Mr. Pine that Stephen can no longer come to visit because he might upset the other residents.
7. Mr. Smith got angry during dinner one night and threw his plate on the floor. Dining room staff immediately took him back to his room and told him that he would not have dinner that night and could not eat in the dining room until he learned to behave himself.
8. Mr. Wilson is a Vietnam veteran. He often orders personal items through the VA commissary to be delivered to him at the nursing home where he lives. When he receives the items, the boxes are already opened.
9. Mrs. Waters is reliant on a wheelchair and can not get herself around very well. On Tuesday the Activities Director invites her to attend a sing-along in the main dining room. Mrs. Waters is feeling a bit under the weather and declines the invitation. The Activities Director says, "Oh, you'll enjoy it once you get there" and pushes her down to the dining room anyway.
10. Ms. Stamper has lived at Parsleyview Nursing Home for 4 years and has paid privately. Recently her money ran out and she became eligible for Medicaid. Facility staff informed her that she would have to change rooms and move to one of their Medicaid beds.
11. Peter's mother is a resident at Sunny Acres Nursing Home. Peter works 2 jobs and is only able to visit his mother after 9 p.m. Facility staff told Peter and his mother that he must visit during the posted visiting hours: 10 a.m. - 5 p.m.
12. Three days after admission, Mrs. Miner's engagement ring disappears off her finger. When she reports it to the facility, she is shown her admission contract and the paragraph that states that the facility is not liable for lost or stolen items.
13. Upon admission, facility staff told Mrs. Clinton that her family doctor could not be her doctor at the nursing home, she would have to choose one of the staff physicians.
14. When Mrs. Brown goes to bed at night, the nursing aides tuck her blankets around the bed so tight that Mrs. Brown can barely move her legs.