

Health and Human Services Committee

I read the DOH survey on the ACC from September last night. It is pretty gritty reading, detailing the daily misery there, including how a resident was dumped backwards from his wheelchair, smashing his head on the floor, how a patient with a puree diet was given a sandwich to eat, and subsequently needed life saving measures, how a confused patient was left in his room for days with a 2 foot wide hole in the ceiling leaking water from the air conditioning into a pail while Survey was there. He was moved into another room while repair to the ceiling was made, but after the ceiling was fixed, the patient was just left in his cold and dirty room despite his begging staff to return him to his original room. Remember when a patient's relative came here to tell you about how their father's gold cross was stolen from him by two aides, who continued to work there? That's cited in the Survey, although the theft wasn't reported to the DOH when it happened. The Administrator said that she didn't know she should report it.

The Surveyers got up early to observe the morning at the ACC and described the strong smell of excrement throughout the unit at 7:30 AM with 12 patients lying asleep next to their breakfast trays and only 2 observed to be awake and eating. Staff told Survey that they had to get patients out of bed starting at 5AM in order for them to get their breakfasts by 6:15 during that shift. I don't know about you, but that one gets me upset because it seems so cruel and unnecessary. Surely, patient care and feeding should be scheduled to promote the comfort and convenience of the patients, not to mollify staff complaints about inequities of workload by shift. Anyway, that was part of a very long section citing deficient staffing during evening and night shifts, similarly to the 2023 survey. Another citation was about patients receiving their food cold and unappetizing, long after it had been sent out of the kitchen, and another citation was about the broken equipment and flooring in the kitchen and inadequate food storage practices there. Several citations were about patients receiving care without any physician orders authorizing the care. You may think that's not so bad because at least the patient got the care they needed, but the insurance company could certainly take issue with it and deny payment. The Medical officer was quoted as saying it wasn't his fault.

So, what does this all mean to you? If you read the Commissioner's monthly report, it is stated there that the ACC's one star rating is due to one unfortunate incident last year. The real story is that the facility gets one star because the care there is much worse than average, every single day, and even while five DOH surveyers are present in the building. That is entirely down to Infinitecare, but legally, it's still the county's responsibility. Infinitecare is not going to fix it. It seems incredible that they made some money from this wreck of a nursing home, but so I'm told. This is a partnership that didn't work. Perhaps it's time to ask them for the 8 million dollars they owe us. There's plenty of grounds for a lawsuit from our side, as I see it. Let's hire our own Administrator and start to put things right there.

Thank you.