

Skilled Nursing Workforce Case Studies

A CNA works in a skilled nursing facility. She has just completed an 8 hour shift and has agreed to complete another shift. When she called home to let her family know that she will be working she was told that the youngest child is running a high temperature. The CNA knows that the rest of the family will take care of her youngest child but is feeling anxious about her financial situation and needs to stay for the extra shift. You are her best friend who is coming on fresh for your first and only shift today. What could you do to support your friend?

You are a CNA who works in skilled nursing. Your client is a 65 year-old-man who has Multiple Sclerosis, smokes, requires a wheelchair to get around and is being discharged to live alone. He has great difficulty getting himself to the bathroom and with bathing and dressing. He refuses to have home health come into his home. You think your client has capacity and you think he is putting himself at great risk. You talk with your supervisor. She tells you not to report this to APS.

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Sam

Sam is a 55 year old man who has cerebral palsy and recently sustained a stroke. He now needs a wheelchair to get around. He is staying in a skilled nursing facility. He has a CNA who provides his personal care, an RN who delivers his medications and a physical therapist who is helping with mobility. Sam's wife came for a visit and noticed that he had a significant bruise on his upper arm. When she looked closer she could tell that it was a hand print. She asked Sam what happened today and he said "nothing." Sam's wife then talked to the charge nurse and she did not know anything either. The day shift had just left and the new shift was just coming on. You are the next shift CNA assigned to Sam and his wife is asking you what happened.

- What would you do first?
- What is your agency's policy?
- What documents or forms either could have or should have been filled out?
- Do you need to call APS, Certification and Licensing and/or the Long Term Care Ombudsman?

Josh

Josh is a 50-year-old man who has muscular dystrophy and has just returned from visiting his family in the village. Josh lives in a skilled nursing facility. A CNA helps him with his personal care like bathing and noticed that Josh had some unusual bruising on his back and upper thighs. When the staff person asked about it Josh said he didn't know how he got the bruises.

- What would you do first?
- What can your agency do?
- What services are available in your agency to help Josh?
- Do you need to call APS, Certification and Licensing and/or the Long Term Care Ombudsman?

Susan

Susan is a 60 year old woman who has Alzheimer's in the early stages. She lives in skilled nursing. Susan has family members who seem to only visit at the beginning of the month. After every visit Susan seems distressed and upset. After the most recent visit the RN noticed that Susan's purse was out and that the checkbook was sitting on her bedside table. The RN could tell Susan had just written a check for \$2000. The RN asked Susan if she was okay. Susan began to complain that "all my children want is my money." Susan continued to say that she doesn't have money like she used to but her kids just don't get it.

- What should the RN do first?
- What is your agency's policy?
- What can you agency officer as support or assistance?
- Do you need to call APS, Certification and Licensing and/or Long Term Care Ombudsman?