

Division of Licensing and Protection
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November 20, 2014

Mr. Steven Gordon, Ceo, Administrator
Brattleboro Memorial Hospital
17 Belmont Ave
Brattleboro, VT 05301-3498

Provider ID #: 470011

Dear Mr. Gordon,

The Division of Licensing and Protection completed a survey at your facility on **October 14, 2014**. The purpose of the survey was to determine if your facility met the conditions of participation for Acute Care Hospitals found in 42 CFR Part 482.

Following the survey, your facility submitted a Plan of Corrections (POC) which was found to be acceptable on **November 17, 2014**.

Sincerely,



Pamela M. Cota, RN
Licensing Chief

Enclosure

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| A 143 | <p>Continued from Page 1 Report, dated 9/16/14, regarding Patient #1's ED experience; "patient verbalized h/her frustration at overhearing nurses talk disparagingly about h/her and other patients they viewed as being drug seekers". Per review of an interview with Patient #1 on 8/27/14 at 11:00 A.M. the patient reported overhearing the nursing staff making derogatory remarks regarding 3 other patients [Pts. #2,3,4] in the ED during Patient #1's time there. Patient #1 reported hearing the other patients' names, diagnoses, medical treatment, and/or home addresses. Per record review of the hospital's Emergency Department log for 8/24/14, the information reported by Patient #1 directly corresponds to Patients #2,3,&4, who were present during Patient #1's time in the ED, with regard to their names, diagnoses, medical treatment, and/or home addresses. Additionally, time records document the staff identified by Patient #1 as making the remarks were present in the ED during the time Patient #1 and the 3 other patients were there.</p> <p>Per interview with the hospital's Director of Emergency Services on 10/14/14 at 2:52 P.M. the Director reported having spoken to Patient #1 following the event and the patient was able to provide quotations of remarks made on 8/24/14. The Director confirmed that patients #1, 2, 3 & 4's right to privacy was not observed as evidenced by their personal and medical information discussed openly in the ED without regard as to who could hear it.</p> | A 143 | <p>Architect consulted as to using acoustic ceiling tiles in nurses' station to decrease the travel of voices (both in nurses' station and from ambulance radio) as patient status does need to be discussed among care providers.</p> <p>Unit coordinators desk had been moved from a room facing position to the end of the nurses' station, facing the front doors to divert voice a travel to non-patient room direction</p> <p><i>A143 POC accepted 11/17/14 TDougherty RN/PMC</i></p> | <p>Oct. 30, 2014</p> <p>Sept. 3, 2014</p> |
| A 144 | <p>482.13(c)(2)PATIENT RIGHTS: CARE IN SAFE SETTING</p> <p>The patient has the right to receive care in a safe setting.</p> <p>This STANDARD is not met as evidenced by: Based upon observation, interview, and record review, the hospital failed to provide an emotionally safe environment regarding respect and dignity related to remarks overheard by one patient [Patient #1] about that patient and 3 of 7 others [Patients #2,3,&4] in the sample group, while</p> | A 144 | | |

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| <p>A 144</p> | <p>Continued from Page 2 in the hospital's Emergency Department. Findings include: Per record review of the hospital's Emergency Department [ED] log for 8/24/14, Patient # 1 arrived in the ED at 10:12 P.M. with a diagnosis of a broken toe, was placed in Treatment Room 6, and left the ED 'without completion of service' at 11:40 P.M Per observation on 10/15/14, Treatment Room 6 is located directly across from the ED's nurses' station. Per review of an interview with Patient #1 on 8/27/14 at 11:00 A.M. the patient reported arriving at the Emergency Department between 10:00 and 11:00 P.M. on 8/24/14. Patient #1 was able to identify 2 staff members, one by name, as making demeaning comments to h/her and about h/her while in the ED regarding h/her medical condition and alleged the patient was involved in illegal drug use. Per record review of the hospital's Event Report, dated 9/16/14, regarding Patient #1's ED experience; "patient verbalized h/her frustration at overhearing nurses talk disparagingly about h/her and other patients they viewed as being drug seekers". Patient #1 also reported overhearing the nursing staff making derogatory remarks regarding 3 other patients [Pts. #2,3,4] in the ED during Patient #1's time there. Patient #1 reported hearing the other patients' names, diagnoses, medical treatment, and/or home addresses. Per record review of the hospital's Emergency Department log for 8/24/14, the information reported by Patient #1 directly corresponds to Patients #2,3,&4, who were present during Patient #1's time in the ED, with regards to their names, diagnoses, medical treatment, and/or home addresses. Additionally, time records document the staff identified by Patient #1 as making the remarks were present in the ED during the time patient #1 and the 3 other</p> | <p>A 144</p> | <p>Nursing staff education. Suze Walker, Director of the Turning Point/Drop-In Center (local addiction treatment center) will be speaking to staff on "the disease of addiction, diagnosis, treatment and stigma." She will bring 2 clients willing to talk to staff about their experiences. These education sessions will be mandatory for ED staff and open to all other clinical staff in the hospital. Suze will be doing 3 separate sessions. One session in December and two sessions in January</p> <p>Modules for care of mental health, patient rights and patient privacy uploaded to ED website to be used for continuing education for all staff</p> <p><i>A144 POC accepted 11/17/14 TDougherty, RAI/pmc</i></p> | <p>Suze contacted the week of October 27. Working with staffing coordinator to confirm session dates.</p> <p>Nov. 2, 2014 and ongoing.</p> |
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| A 144 | <p>Continued from page 3. patients were there. Per interview with the hospital's Director of Emergency Services on 10/14/14 at 2:52 P.M. the Director reported having spoken to Patient #1 following the event and the patient was able to provide quotations of remarks made on 8/24/14. The Director confirmed the hospital's Patient Rights Policy states "the patient has the right to considerate and respectful care at all times under all circumstances" and this did not happen during Patient #1's visit. The Director reported patient #1 stated the incident in the ED made h/her feel "belittled".</p> | A 144 | | |
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