

January 26, 2024

Re: Saint Vincent Hospital  
123 Summer Street, Worcester, MA 01608

This is the third official complaint we are filing with the Joint Commission regarding a growing and dire crisis in the safety of care for patients admitted to St. Vincent Hospital, with patients and nurses on nearly every shift subject to abnormally dangerous conditions, with both patients and nurses at risk for imminent harm at the hands of an administration that fails to meet the most basic standards of patient care delivery. We have already reported to your agency and all other applicable agencies specific deficiencies in staffing, hospital policies, allocation of technology, and a deliberately punitive management culture that is resulting in dangerous delays in the administration of needed medications and treatments, preventable patient falls and other complications, including preventable sentinel events.

We issue this complaint as a measure of last resort as the nurses have exercised a good faith effort to alert our administration of the dangers these conditions pose for their patients and themselves. Our nurses have carefully documented these conditions and concerns and have made repeated requests to engage in a meaningful process to address these conditions, only to be met with rancor and recrimination. The last week has seen the hospital's administration engage in a concerted effort to discipline several nurses who had taken the initiative to raise concerns about those abnormally dangerous conditions, which was in keeping with their legal rights and obligation to serve as advocates for their patients under Massachusetts Law. In our role as legally mandated advocates for our patients we once again appeal to the Joint Commission to immediately intervene, and take whatever steps are necessary to prevent the further erosion of patient care conditions, and to protect our patients and our community from continued harm and unnecessary suffering.

The patients of Saint Vincent Hospital in Worcester, MA continue to be at risk for harm despite a July 2023 site visit by The Joint Commission inspectors and notice of ongoing deficits to The Joint Commission, CMS, and the Division of Health Care Facility Licensure and Certification in Massachusetts in December of 2023.

The hospital continues to admit patients despite inadequate staff to appropriately meet the patients' needs, in violation of TJC standard PC.01.01.01 "The hospital accepts the patient for care, treatment and services based on its ability to meet the patient's needs." Nurses continue to witness the violation of *Patient Rights and Responsibilities*, but their concerns have gone unanswered. The hospital repeatedly violates 105 CMR 130.311: Registered Nurse Coverage-

There shall be a sufficient number of registered nurses on duty at all times to plan, supervise and evaluate nursing care, as well as to give patients the nursing care that requires the judgment and specialized skills of a registered nurse and 105 CMR 130.312: Registered Nurses, Licensed Practical Nurses, and Ancillary Staff Coverage: The number of registered nurses, licensed practical nurses and unlicensed nursing personnel assigned to each nursing unit shall be consistent with the types of nursing care needed by the patients and the capabilities of the staff.

We ask for your further investigation and intervention at the hospital to protect the patients of Worcester County.

### **Emergency Department and Emergency Department Behavioral Health**

The Emergency Department, particularly its triage area and the Behavioral Health Unit have been consistently understaffed or understaffed. The Behavioral Health unit has been repeatedly staffed with unlicensed personnel only- with no registered nurse, particularly on the overnight shift. This is a blatant violation of 105 CMR 130.313: Licensed Mental Health Professionals in Emergency Departments or Satellite Emergency Facilities (A) A hospital shall ensure that a sufficient number of licensed mental health professionals are available at all times in an emergency department or a satellite emergency facility to assess, evaluate and stabilize, either in person or via telehealth, or electronic or telephonic consultation, a person who presents with a primary mental health concern, and, if appropriate, to refer such person for appropriate follow up, treatment or inpatient admission. Individuals with a master's degree in a clinical behavioral health practice pursuing licensure post master's under the supervision of an appropriately licensed and credentialed clinician may be considered a "licensed mental health professional" for purposes of 130.313.

The hospital repeatedly has violated TJC standards LD.03.01.01, "*Leaders create and maintain a culture of safety and quality throughout the hospital*"; TJC standard LD 04.01.11 "*The hospital makes space and equipment available as needed for the provision of care, treatment, and services*"; and TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

St. Vincent Hospital has been designated as a Primary Stroke Service by the Massachusetts Department of Public Health which requires a readiness to provide timely acute stroke evaluation and treatment (Commonwealth of Massachusetts, 2023). However, St. Vincent Hospital has been consistently without a triage nurse to assess patients on arrival and adequate staff to assess and treat patients in a timely manner which directly contradicts the commitment made in obtaining that designation.

December 15, 2023- A newly licensed RN who had 3 months of experience, including only one month off orientation, was assigned 13 patients violating TJC Standard PC02.02.01. "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 16, 2023- One RN was assigned to a 13-patient assignment while orienting a new RN, violating both TJC Standard HR.01.04.01, "*The hospital provides orientation to the staff*" and TJC Standard HR01.06.01, "*Staff are competent to perform their responsibilities*" and TJC

Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 17, 2023- A confused and restless patient was accepted in transfer from another facility. The patient required a 1:1 sitter but none was available. The patient suffered an unwitnessed fall. The hospital violated TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 18, 22, 2023- There was no resource RN to accept incoming ambulance patients and make appropriate assignments; there was no triage RN to assess new patients on arrival and to monitor patients waiting to be seen in violation of TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 19, 2023- No triage nurse. The resource nurse was expected to assess newly arriving patients and execute orders on patients in the waiting room and triage area. There was no transport available for the hospital, limiting availability to move patients within and between units in violation of TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 20, 2023- No triage RN. A new employee was taken off orientation early to take a full assignment violating both TJC Standard HR.01.04.01, *"The hospital provides orientation to the staff"* and TJC Standard HR01.06.01, *"Staff are competent to perform their responsibilities."*

December 21, 2023- No triage RN. The resource RN was responsible for triaging new arrivals while simultaneously orienting a new contract employee to the unit and hospital violating both TJC Standard HR.01.04.01, *"The hospital provides orientation to the staff"* and TJC Standard HR01.06.01, *"Staff are competent to perform their responsibilities"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 27, 2023- The RN assigned to Triage was responsible for 20 patients waiting to be seen. In addition, admitted patients were sent to the waiting room; multiple admitting orders and medications were not executed for several hours in violation of TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 30, 2023- Behavioral Health patients in the ED had no nurse assigned to assess and provide nursing care this group of patients. Medications and treatments ordered for the 42 patients in the waiting room could not be carried out by the one triage RN and one tech assigned

to that area in violation of TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services"* and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 6, 2024- A newly licensed RN was assigned 11 patients in the ED violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 11, 2024- No triage RN was available to assess patients on arrival to the facility. Multiple patients presented to the facility for care but no care was provided and those patients left the facility without a medical screening exam, violating TJC Standard LD 04.01.11 *"The hospital makes space and equipment available as needed for the provision of care, treatment, and services."*

### **Intensive Care Unit**

The hospital consistently understaffs the ICU, directly violating MGL 111 Section 231, Limitation on patient assignments per nurse in Intensive Care Units; development and certification of acuity tool. This violates TJC standard LD.04.01.01 *"The hospital complies with law and regulation,"* and TJC Standard PC02.01.03 *"The hospital provides care, treatment, and services as ordered or prescribed, and in accordance with law and regulation."* The law states *"Notwithstanding any general or special law to the contrary, in all intensive care units the patient assignment for the registered nurse shall be 1:1 or 1:2 depending on the stability of the patient as assessed by the acuity tool and by the staff nurses in the unit, including the nurse manager or the nurse manager's designee when needed to resolve a disagreement."* However, the nurses are routinely assigned more than one patient regardless of the RNs assessment of the acuity of the patient, the experience of the nurse and other relevant factors identified by the Health Policy Commission in Massachusetts. The resource RN is almost always responsible for a full patient assignment, and therefore, unable to respond to emergencies within other units in the hospitals when patients are critically ill and require the expertise of a critical care nurse, violating hospital policy.

December 22, 2023- Resource RN was assigned 2 patients in addition to the role of resource. The nurses responsible were not able to reposition patients who were at risk for pressure injury and perform the frequent assessments at the ordered intervals violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 27 and 29, 2023- A patient who was sedated, vented, and chemically paralyzed experienced respiratory distress but was doubled with another patient who did not have the focus of the assigned nurse violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 31, 2023- Patient admitted to ICU for drug desensitization was coupled with a second patient despite hospital policy dictating that patients admitted for that purpose are singled to be

safely monitored during infusion of escalating doses of the drug, violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 7 and 9, 2024- Bed manager was not onsite and working remotely, making that person unavailable during rapid response or cardiac/respiratory arrests within the hospital.

January 9, 2024- A nurse was assigned a new admit to the ICU despite needing to hold pressure on an arterial bleed in another room; No staff available to monitor a patient ordered for 1:1 and the assigned nurse was responsible for a second patient violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### **Labor and Delivery**

Documentation in the Labor and Delivery suite continues on 2 different systems.

December 28-29, 2023- A patient who was fully dilated and pushing for more than 5 hours was "on hold" for a C-sec and multiple patients were placed "on hold" for inductions because of inappropriate staffing levels violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### **PCU**

December 24, 2023- Nurses required to travel to other units to obtain ordered medications that were not loaded into the Omnicell, leaving only 1 nurse on unit.

January 4, 2024- Patients scored on Braden Scale indicating risk for pressure injury were not repositioned every 2 hours violating hospital policy. COVID (+) patient arrived to floor without a mask and no handoff communication.

January 5, 2024- Patients at risk for pressure injury were not repositioned with skin assessment every 2 hours as indicated placing them at risk for injury. Medications and treatments administered with significant delay. MRI was not done on a monitored patient because there was no RN available to accompany the patient to the scan violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 9, 2024- Patient at risk for pressure injury was not repositioned with skin assessment every 2 hours as indicated placing her at risk for injury. Medications and treatments administered with significant delay violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### **22 South- Short Stay Telemetry**

RNs have documented multiple days when inadequate staffing negatively impacted patient care. In addition, equipment issues raise concern for patient safety.

December 9, 2023- All care and medications were delivered with extensive delay, including medication administration, skin assessments and repositioning patients at risk for pressure injury.

A dialysis patient was not provided breakfast before their treatment because there was no available staff to deliver the tray. Patients in precaution rooms (COVID, Flu, C-diff, and RSV) did not receive meal trays because no staff were available to deliver the trays to the room.

December 10, 2023- All care and medication administration was delayed. Multiple patients identified as fall risks were not sufficiently monitored for safety. A patient admitted from a group home who required mitts for safety was not monitored 1:1 as required by hospital protocol.

December 11, 2023- Medications were administered and care delivered with significant delay. Multiple patients left the hospital against medical advice from the same floor.

December 19, 2023- The morning dose of insulin due at 0730h was not administered until 1000h and multiple patients did not receive medications scheduled for morning until after 1100h. There was a delay in identifying a patient's continuous IV Lasix drip was not infusing as ordered.

December 21, 2023- All medication administration and care delivery was delayed. There was no supervisor or critical care support in response to a "Rapid Response" call for a critically ill patient, delaying the expert care required for the patient. A patient ordered for 1:1 safety monitoring was not monitored as such and was frequently found getting up alone, at risk for fall. A patient with a massive unstageable wound was frequently incontinent of stool but could not be provided the hygiene and skin care deserved in a timely manner. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

December 22, 2023- A patient was left on a bedpan unattended for an extended period of time, placing that patient at risk for a pressure injury. Medication administration and patient assessments were delayed because of patient acuity and the number of patients assigned to each RN. Telemetry monitors could not be watched closely because RNs were in patient rooms trying to provide care and unable to visualize telemetry screens.

December 27, 2023- Patients who are immobile and unable to reposition themselves were not repositioned every 2 hours as required by hospital policy for patients at risk for pressure injury. A patient admitted with new onset stroke symptoms could not have symptoms assessed at the frequency required.

December 28, 2023- Call bells and bed alarms were not answered in a timely manner and patients were on bedpans for extended periods; patients at risk for pressure injury could not receive skin assessments and be repositioned as required by hospital policy. A new admission was received on the unit with no report or handoff communication; another patient, admitted to rule out TB was transferred to the floor with no handoff communication placing staff at risk for infection as the staff were not given time to don proper PPE violating TJC standards IC.01.03.01, "The hospital identifies risks for acquiring and transmitting infections" and IC.02.03.01 "The hospital works to prevent the transmission of infectious disease among patients, licensed independent practitioners, and staff." Medication administration was delayed including insulin;



IV vancomycin was delayed because of lack of peripheral IV access and limited hospital resources available to regain peripheral access. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

December 30, 2023- Phenobarbital dose missed for seizure patient placing that patient at risk for a subtherapeutic dose and subsequent seizure activity; an RSV positive patient arrived to the floor with no mask and waited in the hallway while a private room was cleaned. While the patient waited, they were incontinent because of no access to a restroom. Medication administration was late including insulin doses. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

December 31, 2023- Medications scheduled for administration at 0700h were completed at 1100h. Insulin and antibiotic doses were 90-120 minutes late; prn pain medication was administered with a one hour delay. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

January 4, 5 and 10, 2024- Medication administration and care delayed. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

January 10, 2024- a patient ordered for 1:1 was left without a sitter. Two rapid responses were called because the subtle changes exhibited by the patient earlier could not be identified in a timely manner.

January 12, 2024- On arrival to the unit an admission sent to the floor from the ED was immediately placed on BiPAP and awaiting transfer to the ICU. These incidents violate TJC standard LD 04.01.11 *The hospital makes space and equipment available as needed for the provision of care, treatment, and services*"; and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 15, 2024- A Rapid Response was called on a hypoxic patient who was held in the observation area for an extended period before being transferred to the ICU for the critical care expertise warranted for the decline in condition. The patient warranted ICU level of care but diverted to the observation unit because of lack of staffing in the ICU. Nurses unable to adequately educate patients, including those being discharged regarding medication management, diet, and signs and symptoms of diagnosis or need to contact the healthcare provider; unable to monitor EKG changes adequately or monitor vitals with the frequency required for safe care.

January 18, 2024- Cardiac patients were accepted to the hospital and admitted to the unit despite no cardiac telemetry boxes available on the unit. One patient, admitted in hypertensive crisis with a b/p 242/130 was ordered for cardiac monitoring but was not monitored while receiving

antihypertensives that were new to him. Hospital policy requires cardiac monitoring is required when administering at least some of the patient's medications. The resolution presented by hospital administrators was "hoping that patients would be discharged" and make available telemetry boxes; nurses were instructed to call the admitting physician and request the order be discontinued. The admitting physician emphatically refused to change the order. With this knowledge, the hospital then admitted a patient with chest pain who had been given nitroglycerin. There were still no telemetry boxes available for safe care. These incidents violate TJC standard LD 04.01.11 *The hospital makes space and equipment available as needed for the provision of care, treatment, and services*; and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### 23 South

RNs have documented multiple days when inadequate staffing negatively impacted patient care. In addition, equipment issues raise concern for patient safety.

December 8, 2023- Medications administration delayed; response to call lights delayed; RNs unable to provide education to patients and families. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity

December 9, 2023- Patients needing to be toileted were forced to wait extended periods of time; basic hygiene and medication administration delayed. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity

December 10, 2023- Medication administration delayed; basic hygiene delayed; response to call lights significantly delayed. Order for 1:1 monitoring for patient unstaffed. TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 24, 2023- Unable to respond to bed alarms in a timely manner, placing patient at risk for fall and injury; patients ordered for 1:1 monitoring including patient in restraints left without that supervision violating hospital policy and TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 26, 2023- Patients at risk for pressure injury, including an immobile patient bound to a wheelchair, remained in same position for extended period of time violating hospital policy. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

December 27, 2023- Delay in administration for medications scheduled for 0700. Antibiotics given 120 minutes late; insulin doses given late; delay in response to bed alarms and call lights violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*



December 28, 2023- Multiple high risk fall patients not monitored closely; patients ordered for 1:1 not monitored as such; unable to assess telemetry monitors; delay in response to patient incontinent of urine and stool placing patient at risk for skin breakdown; patient from ED transferred to floor without handoff communication; Medication administration at least 2 hours late; violating TJC Standard PC02.02.01 *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs"* and the hospital's own commitment to patients, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity

January 4, 2024- Delay in responding to call lights and bed alarms in timely manner; patient unable to feed self waited one hour for assistance to be able to consume nutrition, violating TJC Standard PC02.0201, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs"* and the hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity

January 6, 2024- Significant delay in skin assessment and repositioning for patients at risk for tissue injury; oral and intravenous medications delayed; insulin administration for blood sugar coverage significantly delayed; multiple nebulizer treatments delayed. TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 9, 2024- delay in timely response to call lights, bed alarms. No 1:1 provided for unsafe patient ordered for 1:1 monitoring violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

January 16, 2024- Significant delay in medication administration; 1:1 monitoring not provided for confused patient in restraints violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

## **24 North**

December 11, 2023- Medication administration and treatments with significant delay for patients violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

December 24, 2023- Patients determined to require 1:1 monitoring for safety not provided with staff to maintain safety; Patient identified as elopement risk not monitored as 1:1; call bells and bed alarms not responded to in a timely manner; immobile patients assessed as needing repositioning and skin assessments every 2 hours remained in the same positions for extended period of time placing them at risk for pressure injury violating TJC Standard PC02.02.01, *"The*

*hospital coordinates the patient's care, treatment, and services based on the patient's needs*" and the hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

December 26, 2023- Patients were not ambulated as ordered; call lights and bed alarms not responded to in a timely manner placing patients at risk for harm TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

December 27, 2023- Bed alarms and call bells not responded to in a timely manner; sequential neurological assessments not completed as ordered and warranted by patient admitting diagnosis and condition violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 28, 2023- Sequential neurological assessments as indicated by patient diagnosis and condition not completed as ordered; pain not reassessed after intervention violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. An admission from the ED arrived to floor without report or handoff communication; transfer from an outside hospital arrived to floor without report or handoff communication and found to be positive for influenza- unit staff unaware upon patient arrival, placing staff at risk for infection as the staff were not given time to don proper PPE violating TJC standards IC.01.03.01, "The hospital identifies risks for acquiring and transmitting infections" and IC.02.03.01 "The hospital works to prevent the transmission of infectious disease among patients, licensed independent practitioners, and staff."

January 4, 2024- Nurses unable to consistently monitor telemetry; unable to reassess pain after intervention; unable to perform sequential neurological assessments per hospital policy warranted by admitting diagnosis and condition; ED admission arrived to unit with no report or handoff communication violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" and the hospital's own handout, *Patient Rights and Responsibilities*, that ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

January 5, 2024- Nurses unable to consistently monitor telemetry and EKG changes; unable to reassess pain after intervention; unable to perform sequential neuro assessments per hospital policy warranted by admitting diagnosis and condition; ED admission arrived to unit with no report or handoff communication. TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" The hospital's own handout, *Patient Rights and Responsibilities*, that ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

January 14, 2024- One RN called a "Rapid Response" on 3 of her patients in the same shift; Medications were given late, bed alarms and call bells went unanswered; patient assessment and

skin care, hygiene delayed or missed entirely; patient in restraints not monitored as required by policy violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

January 15, 2024- Critical patient to be transferred to ICU held on floor for extended period of time. Patient had unstable SpO2 and a chest tube and no critical care trained RN to complete continued assessments until transfer to the ICU; Bed alarms and call lights unanswered for extended period of time; Serial neurological assessments not performed per hospital policy as indicated by patient diagnosis and condition violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

### **Behavioral Health**

December 28, 2023- One RN was the only staff person assigned to the unit. There were no other licensed professional or ancillary staff members on the unit with no sitters for 4 hours of the shift, risking the safety of both staff and patients, and in disregard for TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### **33 South**

There are numerous examples of the hospital's failure to meet the needs of the patient, violating both TJC Standards and the patients' rights to quality care. The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests; have the right to personal dignity, and have the right to have [your] pain managed.

December 22, 2023- Scheduled medications delayed by 2-3 hours; Patient with blood sugars over 500 did not receive insulin and have sequential blood sugars assessed every 2 hours as ordered; Response to bed alarms and call bells significantly delayed; bed bound patients were not repositioned every 2 hours violating hospital policy and placing those patients at risk for pressure injury; patients requesting pain medication waited for significant length of time, violating both TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs"* and the hospital's own commitment documented in the *Patient Rights and Responsibilities*, ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Multiple computers on unit not functional and bladder scanner was unavailable for several hours, preventing nurses from performing scans as indicated by patient condition.

December 24, 2023- Response to bed alarms and call bells significantly delayed; bed bound patients were not repositioned every 2 hours violating hospital policy and placing those patients at risk for pressure injury; patients requesting pain medication waited for significant length of

time, violating both TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs"* and the hospital's own commitment documented in the hospital's own handout, *Patient Rights and Responsibilities* that ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity.

December 26, 2023- There was no hot water in 2 patient rooms; multiple clogged drains and clogged toilets on the unit; patients at risk for pressure injury were not repositioned with skin assessment every 2 hours as indicated by patient risk assessment and violating hospital policy.

December 28, 2023- Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Hourly safety rounds were delayed; Personal hygiene and linen change delayed significantly for incontinent patients; Nurse unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* A newly licensed (medical-surgical) nurse with no critical care experience was responsible for a patient who became critically ill and was designated as ICU transfer for several hours until a critical care bed and staff were available; an ED admission arrived to floor with no report or handoff communication.

December 31, 2023- Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurse unable to provide emotional support and education to patients and families; patients were not ambulated as ordered; unable to initiate physician orders in a timely manner; new admission from the ED waited 5 hours to have admitting nursing assessment and medications administered, violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 4, 2024- Dressing changes not completed as ordered; bed bound patients were not repositioned every 2 hours as indicated by Braden Scale, placing those patients at risk for pressure injury; call lights and bed alarms not responded to in a timely manner; an impulsive patient with substance use disorder was not adequately reassessed and monitored for withdrawal; administration of medications and treatments significantly delayed violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 6, 2024- Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your]

pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 9, 2024- Patients were not ambulated as ordered; confused patient requiring 24/7 care and supervision who had no cell phone was discharged to home alone via taxi. A patient requiring telemetry monitoring was admitted to a room with no tele box available and waited more than 2 hours to be moved to a room with appropriate cardiac monitoring equipment. The resource nurse attempting to orient a new nurse was responsible for flow of the unit in addition to a 6-patient assignment. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurses were unable to provide emotional support and education to patients and families; patient were not ambulated as ordered; unable to initiate physician orders in a timely manner violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 15, 2024- Patient on continuous bladder irrigation (CBI) status post TURP procedure placed at unnecessary risk for complications when staff could not closely monitor CBI and ensure continuity of irrigation; Patients were not ambulated as ordered; The resource nurse attempting to orient a new nurse was responsible for flow of the unit in addition to a 6-patient assignment. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurse unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 17, 2024- Nurses unable to respond to telemetry monitor alarm in a timely manner including when a patient's rhythm converted to a new atrial fibrillation which requires intervention to prevent emboli from forming; Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; duoneb nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurse unable to provide emotional support and education to patients and families; patient were not ambulated as ordered; unable to initiate physician orders in a timely manner; new admission from the ED waited 5 hours to have admitting nursing assessment and medications administered, violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

### **34 North**

December 16, 2023- An RN was assaulted on the unit and sent to the ED for evaluation.

December 22, 2023- Nurses unable to administer medications in a timely manner due to no available staff to verify correct medication, dose, patient on high-risk medications such as insulin per hospital policy violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's*

*care, treatment, and services based on the patient's needs.*" Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospitals own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

December 24, 2023- Nurses unable to administer medications in a timely manner due to no available staff to verify correct medication, dose, patient on high-risk medications such as insulin per hospital policy violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* Multiple call lights not answered for extended time; Patients ordered for 1:1 supervision monitored by video only with no ability to immediately respond to risky behavior; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospitals own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

December 26, 2023- Illicit drug paraphernalia was found on the unit; nurses were unable to adequately assess patients and conduct safety rounds as ordered; Nurses unable to administer medications in a timely manner due to no available staff to verify correct medication, dose, patient on high-risk medications such as insulin per hospital policy violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."* Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospitals own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.



December 28, 2023- Nurses unable to respond to telemetry monitor alarm in a timely manner; Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurse unable to provide emotional support and education to patients and families, especially at time of discharge for many patients; patients were not ambulated as ordered; unable to initiate physician orders in a timely manner violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 30, 2023- An ordered blood transfusion was delayed for 6 hours because of lack of IV access with limited resource to establish that needed peripheral IV; Nurses unable to administer medications in a timely manner due to no available staff to verify correct medication, dose, patient on high-risk medications such as insulin per hospital policy violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospitals own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed.

January 4, 2024- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospitals own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

January 6, 2023- Patient who converted to a rapid atrial fibrillation with unstable hemodynamics warranted close monitoring but the assigned nurse had multiple patients and was unable to perform frequent assessments.

January 7, 2024- Significant delay in monitoring of vital signs and blood sugars; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and*

*Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "The hospital coordinates the patient's care, treatment, and services based on the patient's needs."

January 11, 2024- Nurses unable to respond to critical blood sugar in a timely manner; unable to respond to Code Stroke in a timely manner placing the patient at risk for higher level of disability; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "The hospital coordinates the patient's care, treatment, and services based on the patient's needs."

January, 15, 2024- Multiple ED patients were sent to the unit without report or handoff communication; Nurses were unable to assess pain adequately and in a timely manner including for patients who had recently undergone a surgical procedure violating the hospital's own document, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to ambulate patients as ordered; unable to respond to telemetry alarms in a timely manner; COVID (+) patient admitted to positive pressure room and not a negative pressure typically used for patients in isolation to allow potentially contaminated air to be removed from the room through exhaust instead of into the hallway potentially spreading respiratory infection violating TJC Standard IC.02.03.01 "The hospital works to prevent the transmission of infectious disease among patients, licensed independent practitioners, and staff."

### **35 North**

December 9, 2023- The unit had no 250 ml bags of normal saline for antibiotic infusions; Floor nurse was required to be verifying nurse on a blood transfusion for a dialysis because there was

not a second licensed nurse in dialysis to initiate the blood transfusion in compliance with hospital policy.

December 24, 2023- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs*

December 26, 2023- Rapid response called and patient needing telemetry on continuous Cardizem infusion boarded on floor inappropriately; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs*

December 27, 2023- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the*

*patient's needs.* Multiple admissions from the ED arrived to the unit without report or handoff communication.

December 28, 2023- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*" Multiple admissions from the ED arrived to the unit without report or handoff communication.

December 31, 2023- Complicated dressing changes significantly delayed.

January 4, 2024- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

January 9, 2024- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard

PC02.02.01. "The hospital coordinates the patient's care, treatment, and services based on the patient's needs."

### 36 North – Cardiac Step down

December 7, 2023- Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "The hospital coordinates the patient's care, treatment, and services based on the patient's needs."

December 11, 2023- No mouth swabs available on unit for dying patient on Comfort Measures Only (CMO); Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients on fall precautions not monitored closely per hospital policy; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "The hospital coordinates the patient's care, treatment, and services based on the patient's needs."

December 24, 2023- Patients on fall precautions not monitored closely per hospital policy; Nurses unable to adequately assess cardiac rhythms and EKG changes in a timely manner; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity,

and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 26, 2023- Nurses unable to adequately assess cardiac rhythms and EKG changes in a timely manner; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 27, 2023- Admission from the ED arrived to the unit with no report or handoff communication; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

December 28, 2023- Admission from the ED arrived to the unit with no report or handoff communication; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurse were unable to



provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 4, 2024- High acuity patient with suicidal ideation admitted from the ED arrived to the unit with no report or handoff communication and inadequate staff to monitor for safety; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 9, 2024- Patient assigned to 2 different nurses in the early part of the shift violating continuity of care that allows RNs to identify subtle changes in condition. The patient went into cardiac arrest. Unstable patient with significant hyperglycemia arrived to the floor without blood sugars being treated in the ED; All care and medications were delivered with extensive delays. There was no secretary to answer phones creating a delay in physician follow up; communication with family and staff obtaining critical lab results. TJC standard LD.03.04.01, *"The hospital communicates information related to safety and quality to those who need it..."* Cardiac arrest call as Code 99 to notify the responding team was not called properly because there was no secretary- delaying emergency response to a critical patient; patient labels and identification bands were not printed because there was no secretary, creating a risk for misidentification of patient and medication errors.

January 14, 2024- Nurses unable to adequately assess cardiac rhythms and EKG changes in a timely manner; Multiple call lights not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, *"The hospital coordinates the patient's care, treatment, and services based on the patient's needs."*

January 15, 2024- Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications including antibiotics significantly delayed; respiratory nebulizer treatments significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Nurses unable to provide emotional support and education to patients and families; patients were not ambulated as ordered; unable to initiate physician orders in a timely manner; new admission from the ED waited 5 hours to have admitting nursing assessment and medications administered, violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

January 17, 2024- Nurses unable to adequately assess cardiac rhythms and EKG changes in a timely manner; Multiple call lights, bed alarms not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications (including antibiotics for this post-op population) significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

January 18, 2024- Patients with decubiti pressure injuries were not turned and repositioned every 2 hours as required for healing and ordered by physician; Nurses unable to adequately assess cardiac rhythms and EKG changes in a timely manner; Multiple call lights, bed alarms not answered for extended time; The hospital's own handout, *Patient Rights and Responsibilities*, ensures patients that they have the right to be treated in a caring and respectful way and the right to personal dignity. Nurses were unable to assess pain adequately and in a timely manner; oral, intravenous medications significantly delayed; Patients at risk for pressure injury were not turned and repositioned every 2 hours as ordered; Patients were not ambulated as ordered; Incontinent patients waited extended periods of time for personal hygiene and clean linens violating the hospital's own commitment, *Patient Rights and Responsibilities*, which ensures patients that they have the right to a prompt response to all reasonable requests, have the right to personal dignity, and have the right to have [your] pain managed. Nurses were unable to provide emotional support and education to patients and families violating TJC Standard PC02.02.01, "*The hospital coordinates the patient's care, treatment, and services based on the patient's needs.*"

*Be advised that this list is by no means exhaustive and be assured they represent a mere snapshot of what have become daily occurrences. These conditions are abhorrent by any medical or nursing standard and the nurses of St. Vincent Hospital are both outraged and overwhelmed by the suffering they have endured. As a result, dozens have left the facility unable to accept such lax and dangerous standards, as well as from the repeated abuse they have*

*received from their administration. As an agency responsible for holding providers accountable for the care they provide, we reiterate our call for your immediate intervention, as without proper oversight, we fully expect many more patients to be harmed, and tragically, a number of our patients will die.*

Sincerely,

Mary Sue Howlett, PhD, RN/FNP-BC, CEN  
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