



Amarillo Texas State Veterans Home

Following are detailed responses to allegations of abuse highlighted recently by the *Dallas Morning News*.

- *[Dallas Morning News 4/4] A woman was hospitalized with gastrointestinal bleeding after a physician-ordered lab test, including blood work, was not done and a staff member misread her doctor's orders. As a result, she received too much of a blood-thinning drug, resulting in an "abnormal bruise" from her lower back to her right leg from a fall.*

ISSUE: The operator staff misunderstood doctor's orders relating to the blood-thinning drug Coumadin.

SOLUTION: In February 2009, the home implemented new procedures when working with Coumadin patients to ensure this does not happen again. The employees were retrained on the new procedures.

- *[Dallas Morning News 4/4] An elderly woman with Alzheimer's was found on the floor with the neck of her nightgown caught in her bed's rails. The inspection found that she had redness around her neck. A previous assessment of the woman said a staff member needed to get her in and out of bed, but it didn't call for the use of restraints, which generally are used to prevent falls.*

ISSUE: Federal regulations do not allow for the use of restraints, unless it is justified by a documented clinical necessity. The use of a restraint is to keep someone from accessing or harming his or her own body. The home's operator is appealing this allegation.

SOLUTION: In October 2009, the operator appealed the state inspection finding.

- *[Dallas Morning News 4/4] From September 2008 to April 2009, four residents suffered first- and second-degree burns from spilled hot coffee.*

ISSUE: Coffee temperature led to several burns of elderly residents

SOLUTION: In April of 2009, staff lowered the coffee temperature and new signage and procedures for serving residents coffee have been implemented. Many residents still complain the coffee is not hot enough.