



DEAN CASE STUDY:

Carol Dean, Certified Nursing Assistant (CNA)- Application Case Study (Page 1)

Carol is 57 and has been a CNA at Resthaven Nursing Home for four years. She really loves her job. She says the residents depend on her - they need her. The job gives her a lot of gratification. The job requires a lot of extra hours because they are usually short of staff.

One Halloween, when Carol was in her 15th hour of a double shift, she was rushing to get to a resident who was calling out. A janitor was working in the area, mopping the floor. They were short of barricades that night and he felt the barricade should be placed at the area where he was working (about 8 feet ahead of the wet area). He did not notice that the mop pail was leaking. Carol did not see a wet spot on the floor and slipped and fell to the floor. She tried to stop her fall, but only hurt her wrist in the process. There was no warning that the floor was wet.

Carol wrenched her back and fractured her wrist from the fall. She will be out for at least a week and on light duty for two months.

Accident investigation findings revealed that the wet floor was created by a leaky mop pail. The janitor had not inspected the bucket for leaks prior to using it, nor has he been trained to do so. While the janitor had been complaining to his supervisor about the lack of barriers, the Administrator had not been notified to purchase more equipment. Accident investigation findings also revealed that Carol had to drive herself to the hospital as the nursing home was short-handed.





DEAN CASE STUDY: SKETCH OF THE SCENE –

Draw a sketch of the scene given the scenario, then, compare your sketch to those done by your classmates.



Exercise: Work in groups.

Review the Carol Dean case study incident. Make a list of witnesses that you would like to interview, and write down what questions you would like to ask them. Be prepared to report out to the class.



COLLECT INFORMATION CHECKLIST

Investigators should be sure their investigation answers the following questions:

WHO?	WHERE?
☐ Who was injured? ☐ Who saw the incident? ☐ Who was working with the employee? ☐ Who had instructed/assigned the employee? ☐ Who else was involved? ☐ Who else can help prevent recurrence?	☐ Where did the incident occur? ☐ Where was the employee at the time? ☐ Where was the supervisor at the time? ☐ Where were fellow workers at the time? ☐ Where were other people who were involved at the time? ☐ Where were witnesses when incident occurred?
WHAT?	WHY?
☐ What was the incident? ☐ What was the injury? ☐ What was the employee doing? ☐ What had the employee been told to do? ☐ What tools was the employee using? ☐ What machine was involved? ☐ What operation was the employee performing? ☐ What instructions had the employee been given? ☐ What specific precautions were necessary? ☐ What specific precautions was the employee given? ☐ What protective equipment should have been used? ☐ What protective equipment was the employee using? ☐ What had other persons done that contributed to the incident? ☐ What problem or questions did the employee encounter? ☐ What did the employee or witnesses do when the incident occurred? ☐ What extenuating circumstances were involved? ☐ What did the employee or witnesses see? ☐ What will be done to prevent recurrence? ☐ What safety rules were violated? ☐ What new rules are needed?	☐ Why was the employee injured? ☐ Why and what did the employee do? ☐ Why and what did the other person do? ☐ Why wasn't protective equipment used? ☐ Why weren't specific instructions given to the employee? ☐ Why was the employee in the position? ☐ Why was the employee using the tools or machine? ☐ Why didn't the employee check with the supervisor when the employee noted things weren't as they should be? ☐ Why did the employee continue working under the circumstances? ☐ Why wasn't the supervisor there at the time?
WHEN?	HOW?
☐ When did the incident occur? ☐ When did the employee start on that job? ☐ When was the employee assigned on the job? ☐ When were the hazards pointed out to the employee? ☐ When was the employee's supervisor last check on job progress? ☐ When did the employee first sense something was wrong?	☐ How did the employee get injured? ☐ How could the employee have avoided it? ☐ How could fellow workers have avoided it? ☐ How could supervisor have prevented it - could it be prevented?



Dean - Case Study Interviews



Carol

I'm a certified nursing assistant at Resthaven. I've been there 4 years. My husband says that they take advantage of me, but I really love my work and the residents need me. I work extra hours a lot, particularly these past few weeks, because 2 other CNAs just quit. I really feel stupid about the accident. It was my own fault. I was tired and hurrying to get Mr. Smith's pain pills to him. He was in a lot of pain. Anyway, the floor was slippery from the mopping and I fell. I hurt my wrist and wrenched my back. I had a hard time getting up and was just going to sit down for a while, but Bob, the janitor, told me I should go to the hospital. Mary, the administrator heard about my fall and came by. She said that maybe I should stop by the hospital and get checked out, but that she couldn't spare anyone to take me. I drove myself to the hospital and by the time I got there, I was in a lot of pain. Now I'm just worried about the residents and how they'll get the care they need

Mary, the Administrator

I'm so sorry about Carol hurting herself, because she is my best CNA. All the residents love her. We are so short staffed here – I don't have enough CNAs, so the people on staff have to work extra shifts. The janitor, Bob, is new and Jamie, his supervisor, said that he complains a lot. It was his fault that the bucket was leaking and the wet floor wasn't barricaded. Maybe we need more barricades, but I didn't know anything about that before the accident. I feel bad that Carol had to drive herself to the hospital, but I was expecting an important phone call and couldn't take her. I hope she's able to return to her duties soon.





Bob, the Janitor

I have only been at Resthaven for 2 months, but I'm not happy with the way they run things. I never got any training and they don't have decent equipment for me to do my job right. The buckets and mops are falling apart and there aren't enough barricades to block off wet floors. These aren't the only problems around here. I've complained to Jamie, my supervisor, but it's useless. I'm sorry that Carol fell near where I was mopping. I wish I could have stopped her, but she seemed really distracted and was moving so fast before she fell.



Jamie, maintenance supervisor

I just have too much to do and cannot keep track of everything. I told Bob that we do not have money to buy all new maintenance equipment. He just has to make do. I didn't see the accident, but Carol agreed it was her fault that she fell. I'm supposed to supervise round-the-clock shifts and cannot keep up.

