



Problem Clarification: To Investigate or Not

Scenario #1

As an ombudsman you have been speaking with resident Mae for years. She always speaks fondly of the “special” relationship she has with her CNA Sheila.

Today however, Mae asks that you close the door when you stop by for your weekly visit.

She indicates to you that things on her floor are “getting real bad” in regards to staffing levels. Mae indicates to you that “this place can’t seem to keep anybody” and that this past holiday weekend was “really terrible”.

Mae is concerned about Sheila, who she feels has been stressed of late. Mae indicated that several times in the last 2 weeks she feels that Sheila “was a little rough” with her morning care.

Mae indicates that she does not like having her care “rushed” but does not want to get Sheila in trouble.

Provide below the questions that need to be answered in order to further clarify this problem. These questions will help you determine if a case needs to be opened for further investigation.
