



Administrative Closure
Alleged Quality of Care Issues
West Palm Beach VA Medical Center (548)
West Palm Beach, FL
MCI # 2013-01247-HI-0434

The VA Office of Inspector General Office of Healthcare Inspections conducted a review to assess allegations involving night shift employees on the mental health inpatient unit of the West Palm Beach VA Medical Center. (b)(3);5 U.S.C. App 5 (IG Act); (b)(6)

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The AIB categorized the allegations as follows:

- Patient abuse
- Inaccurate reporting of incidents
- Falsification of nursing documents
- Leaving VA property during scheduled tour of duty

The facility provided the ABI report to us on April 8, 2013. The AIB Committee did not substantiate direct or intentional physical patient abuse on the mental health unit. However, the committee did substantiate that some staff raise their voices or address patients in a rude manner and made two recommendations to address these issues. The committee did not substantiate that the mental health unit staff failed to report a suicide behavior incident in December 2012.

The committee made 11 recommendations to address their findings regarding inadequate nurse supervision, inconsistent nursing leadership, time and attendance, the divide between registered nurses and nursing assistants, and morale and the culture of disrespect on the unit.

The AIB committee's investigation was thorough and the recommended actions appropriately addressed their findings, therefore, we are administratively closing this case.

Approved by:

JOHN D. DAIGH, JR., M.D.
Assistant Inspector General for
Healthcare Inspections 5/7/13