

My mother was a resident at Altercare of Wadsworth. She was neglected and denied proper medical care during her stay. She was supposed to have a short term stay, staying through chemo, then rehab and go home. She got extremely sick during her treatment, the facility was not properly addressing her needs. I contacted her oncologist office, who tried very hard to intervene. Her Dr also had concerns about her deteriorating condition, he wanted her admitted to the hospital. My mom agreed and we had a plan for her to be admitted to the hospital. D.O.N. Heather decided not to send my Mom after these arrangements were put into place. I begged and pleaded with her to send my mom as her oncologist had recommended, but she would not budge, stating that they would treat her there in the facility. Her oncologist's office also followed up with them, again stating their concerns, and the importance of having her admitted, they refused. They did not treat my mom for her conditions. They not only failed to treat her, but they refused to allow her to go to the hospital to receive the care that she needed, even when her oncologist voiced concerns of infection, and she was a chemo patient. Her oncologist continued to follow up with the nursing home requesting her blood work that was supposed to have been done. The nursing home failed to provide that. Finally, over 36 hours later, they decided to allow my mom to be transported to the hospital. By this time, the extremely obvious cellulitis and sores on her legs, had turned into sepsis. She already had sepsis to the point where she was experiencing multi system organ failure. She was severely dehydrated, her red blood cells, platelets, and white cells had all tanked out. She required multiple transfusions, had been put on a ventilator. She was too sick to recover from this. This facility put billing issues, and the ability to bill for her bed, above her health, well being, and life. She lost her life because this director of nursing was more concerned with losing billing for her bed than her actual life. We watched my mom suffer, and fight for her life the next several days, ultimately watching our mom take her last breath, and losing her. If this is how bad they neglect patients who have family to fight and advocate for them, I cannot imagine how badly patients who have no one are treated. Change and accountability are needed badly in these facilities. These aren't just elderly people who should be left to die, they are our mothers, our fathers, our grandparents, and will some day be us.