

David Bourgeois

From: David Bourgeois
Sent: Wednesday, February 12, 2014 10:47 AM
To: Donna Noriega
Cc: Laurie Wicker; David Bourgeois
Subject: FW: PUI 14-04

I was asked to provide a review of an incident involving Social Worker [REDACTED] and [REDACTED] (the patient) in [REDACTED] February 5, 2014. At the time of the incident, the patient was assigned to [REDACTED]. A CCTV camera is installed in this room and much of the incident is available for video review.

Ms. [REDACTED] had been off work due to [REDACTED] issue and had returned without [REDACTED]. She met her supervisor, Veneranda Heffern who escorted her to the Civil parking lot, at about 2 pm, giving her verbal direction to not return to work at Arizona State Hospital without a "Return to Work" [REDACTED]. Ms. Heffern returned to her office and about 16 minutes later, Ms. [REDACTED] reentered ASH through the Civil Lobby and went to the [REDACTED].

MHPS Roberto Bernal was sitting on a 1:1 with the patient in the [REDACTED] room. At 4:43 p.m., Ms. [REDACTED] entered the room. Mr. Bernal said Ms. [REDACTED] visited with the patient briefly and told [REDACTED] she would see [REDACTED] later. Mr. Bernal said Ms. [REDACTED] seemed normal and he saw nothing unusual about her demeanor or comments to the patient. The video record shows Ms. [REDACTED] exited the patient's room at 4:45 p.m.

At 5:02 p.m., MHPS Valerie Williams entered the room to relieve Mr. Bernal with the 1:1 duties. Mr. Bernal said that when he exited the patient's room he noticed Ms. [REDACTED] in the hallway and thought it odd she was still there since social workers were off work at 5:00 p.m. He did not share his observation with anyone.

At 5:05 p.m., Ms. [REDACTED] entered the patient's room and Ms. Williams exited. Director of Social Services, Laura Kandel, told me that it is common for staff assigned to 1:1 to step out or away to allow Social Workers to meet with patients privately.

Ms. [REDACTED] sat down on the patient's bed while the patient lay under blankets on the bed. The patient sat up and began to rub/pat Ms. [REDACTED] upper back as if to console her. At 5:08 p.m., Ms. [REDACTED] and the patient appear to kiss and then embrace each other. The patient continues to console Ms. [REDACTED] and then appears to become emotional. They then appear to talk and hold hands. The patient appears to briefly kiss Ms. [REDACTED] on the right temple a couple of times and continues to pat her on the upper back.

At 5:27 p.m., the patient got out of [REDACTED] bed and into [REDACTED] (The patient is [REDACTED]). The patient appears to continue to console Ms. [REDACTED] who is sitting on the bed, leaning over with her face/head in her hands.

At 5:33 p.m., the patient [REDACTED] into the anti-room and into the bathroom. It appears that Ms. Williams is at the anti-room door the same time as the patient is in the bathroom, but she does not go all the way into the anti-room. The patient returned to Ms. [REDACTED] at 5:37 p.m., where it appears they continued to hold hands and talk. At 5:55 p.m., the patient retrieved some toilet paper and handed it to Ms. [REDACTED], apparently for her tears. They then embraced and it appears Ms. [REDACTED] kissed the patient on the right cheek and began to cry some more.

At 6:07 p.m., Ms. [REDACTED] stood up from the bed, bent down and appeared to kiss the patient on the right cheek and walked to the door. As she went by, the patient patted/touched Ms. [REDACTED] on the rump. At 6:08 p.m., Ms. [REDACTED] came back into the room, sat on the bed, removed her shoes, lay down on the bed and covered herself with [REDACTED].

a blanket. The patient remained [REDACTED] next to the bed, covered Ms. [REDACTED] with more blanket, continued to talk to and hold Ms. [REDACTED]'s hands.

At 6:16 p.m., MHPS Virginia Baccellei entered the patient's room and observed Ms. [REDACTED] in the patient's bed. Ms. Baccellei said she asked if everything was alright and Ms. [REDACTED] answered everything was fine. Ms. Baccellei asked if she needed to stay and Ms. [REDACTED] said no. Ms. Baccellei exited the room but did not advise other staff about her observations. I talked with Ms. Baccellei about not alerting other staff and she was very embarrassed that she did not key on Ms. [REDACTED]'s unusual conduct.

At 6:28 p.m., while laying in the bed, Ms. [REDACTED] removed her bra, while keeping her shirt on and not exposing herself. Other than removing her bra, both Ms. [REDACTED] and the patient remained clothed during the incident.

At 6:47 p.m., Ms. Williams stepped into the patient's room and saw Ms. [REDACTED] in the patient's bed. She immediately advised MHPS 4 Gabrielle Bartolome.

RN Kathleen Underwood was advised and went to the patient's room, observing Ms. [REDACTED] in the patient's bed. She reports that Ms. [REDACTED] told her she was alright in the patient's bed and she was married to the patient.

RN Underwood reports that administrative staff were notified; Phoenix Police were called and escorted Ms. Kunnappilly to [REDACTED].

Concerning questions about whether or not census checks were performed by staff, I observed the following:

At 5:06 p.m., Mr. Bernal is seen conducting a patient census in the [REDACTED] hallway. He does not appear to check into the patient's room to view the patient or Ms. [REDACTED]. The census log documents Mr. Bernal performing the census.

At 5:27 p.m., Mr. Bernal seems to be doing a census, but only goes down to the third room, stops and exits the hallway. He does not appear to view the patient or Ms. [REDACTED]. At 5:30 p.m., Ms. Williams is seen doing a census but does not appear to view the patient or Ms. [REDACTED]. The census log documents Mr. Bernal performing the 5:30 p.m. census.

The census log documents MHPS Tommy Garber doing the 6:00 p.m. census. The video record does not show anyone doing a census check in the [REDACTED] corridor at or around 6:00 p.m.

The census log documents Mr. Garber doing the 6:30 p.m. census. The video record shows Mr. Garber doing the check at 6:34 p.m., but he does not look into the patient's room to see the patient or Ms. [REDACTED].

It is apparent that census checks were not performed on the patient in [REDACTED] room during this incident.