

The Case of the Resident Who Refuses a Bath

Improving Skin Care and MDRO Prevention in Long-Term Care



The Case

An 82-year-old woman with Alzheimer's dementia is due for her shower. She typically showers on Mondays and Thursdays and enjoys this. However, her regular certified nursing assistant (CNA), Cindy, is out on leave and a new CNA, Bryce, takes her place.



The Challenge

The resident refuses to take off her clothes to bathe when Bryce takes her to the shower, and she becomes very agitated. Bryce eventually gives up and returns the resident to her bed and moves on to his other duties.

The Error

The error was not finding out about the resident's preferences for bathing prior to starting the bath, which made the resident uncomfortable. Because the resident was uncomfortable, Bryce missed performing a routine skin assessment which, could lead to skin breakdown or infection.

Knowledge Check Questions

1. What should the CNA have done instead?

(Check all that apply)

- ☐ A. Find out about the resident's bathing preferences before getting to the shower room.
- ☐ B. Recognize that undressing in front of strangers is difficult for many people.
- ☐ C. Document resident bathing preferences to help make everyone feel more comfortable with this very personal activity.
- ☐ D. Wait until Cindy comes back next month to bathe the resident.

2. When is the best time to assess resident bathing preferences?

- A. Before admission and with any change in preference or clinical needs
- B. Yearly
- C. When you get in the shower
- D. Never

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Answers to the Knowledge Check: 1-A, B, and C; 2-A