

Strategic Memo of Interview (MOI)

Interviewer: Johnny Ivansthenko Jr.

Interviewee: Britni Peterson

Date: 3/4/2023

Britni Peterson was contacted on March 4, 2023, by phone at (331)-747-7657. She agreed to an interview, which included the following:

Britni Peterson confirmed she was a former employee of Legacy Healthcare. Peterson said she worked for the company from 2019 to 2020. Peterson said she worked as an RN and Restorative Nurse while working for Legacy. Peterson is not represented by an attorney regarding her time with Legacy. Peterson said she was not familiar with Mr. Tate and his family. Peterson said that she did not feel like Legacy's management gave the nurses the resources to provide quality care, and Peterson said this was almost wholly associated with their lack of staff. Additionally, Peterson said she felt like the management team did not do their jobs. Peterson said they would have morning meetings, and they would go over the same things over and over and nothing ever changed. Peterson said she thought that Legacy was "crazy". Peterson said that she did believe at times it was impossible to provide quality care to their residents. Peterson said she was only given a select group of patients because she was a restorative nurse, but she knew of a resident who constantly smelled like urine. Peterson said she thought that her patient almost never got cleaned by the nurses assigned to her. Peterson said this same resident's room was cluttered like a hoarder. At one point, Peterson said she was assigned this woman, and she paid her more close attention and cleaned her room. Peterson said once she was once again out of her care, she would smell like urine again. Peterson said after she was done working with her everything went back to the way things were. Regarding observed feeding, oral, feet, and bodily care, Peterson said that generally Signature Health did not have enough staff to handle any of these things affectively. Peterson said there was one resident that needed to be prompted to take care of his personal hygiene. Peterson said if a nurse did not prod him, he just would not do his personal cleaning. Peterson said nurses were give small time windows to make sure these things would get done, so they may just tell him in passing to clean himself. Because of this, Peterson said that individual would just do that. Peterson said it just simply took more time for nurses to make sure he would clean himself, which often was not an option. Peterson said Legacy was purchased by Nursing and Rehab Inc., and they fired her. Peterson said that in her eleven years working in nursing homes she never saw a worse staffed facility than Legacy. Peterson said the place was also just generally dirty. Peterson said she did not think management was specifically bad or good, but she said there was a lot of hostility between the members of management. Peterson added that she remembered picking up a resident who had fallen, and another nurse helped her pick her up. At the end of the day, Peterson talked about it in a meeting, and the nurse had not even made a note of it. Peterson said that no one in the meeting was even aware the resident had fallen. Peterson confirmed that this was just a reflection of the lack of quality care at Legacy.

Britni Peterson agreed to be contacted by an attorney. Peterson said that Shannon Stredney (331)-317-9091 may be a potential point of contact that could have more information regarding Legacy Healthcare.