# CONTENTS

_Acknowledgments_ ix

Introduction: Locating Nursing Home Care Work 1

1 Making the Most of Medicaid 21

2 Staging the Inspections 37

3 Documenting Conflict 57

4 The Costs of Doing Business 77

5 Feeding Residents on a Starving Budget 101

6 The Uses of Emotions 115

7 Making Sense of Death and Abuse at Work 139

8 Connecting Quality of Life and Quality of Work 155

_Appendix: From the Poorhouse to the Skilled Nursing Facility_ 169

Notes 175

References 185

Index 197

About the Author 207