

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6016794	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 08/29/2019
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NAME OF PROVIDER OR SUPPLIER BRIDGE CARE SUITES	STREET ADDRESS, CITY, STATE, ZIP CODE 3089 OLD JACKSONVILLE ROAD SPRINGFIELD, IL 62704
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S 000	Initial Comments Complaint 1946216/IL115116	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>300.610a) 300.1210b) 300.1210c)1)3) 300.1630d) 300.3220f) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures, governing all services provided by the facility which shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee and representatives of nursing and other services in the facility. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care</p>	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

09/16/19

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S9999	<p>Continued From page 1</p> <p>plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident. Restorative measures shall include, at a minimum, the following procedures:</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</p> <p>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>Section 300.1630 Administration of Medication</p> <p>d) If, for any reason, a licensed prescriber's medication order cannot be followed, the licensed prescriber shall be notified as soon as is reasonable, depending upon the situation and a notation made in the resident's record.</p> <p>Section 300.3220 Medical Care</p> <p>f) All medical treatment and procedures shall be administered as ordered by a physician. All new physician orders shall be reviewed by the facility's director of nursing or charge nurse designee within 24 hours after such orders have been issued to assure facility compliance with such orders. (Section 2-104(b) of the Act)</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility 1) failed to assess pain immediately, administer physician ordered narcotic pain medications, and failed to implement non-pharmacological pain interventions for four of five residents (R2, R3, R4, and R10) reviewed for pain. 2) The facility failed to acquire medications from the pharmacy and acquire a controlled substance refill request from the physician for three of five residents (R1, R2, and R3) reviewed for medication availability in the sample of 11. These failures resulted in R2 experiencing distressing, miserable pain for over 24 hours and R3 experiencing "pain is a 'nine' on 0-10 scale and excruciating" pain for 15 hours. These failures resulted in R2 and R3 experiencing excruciating pain resulting in nausea/vomiting. These failures also prevented R2 from attending physical and occupational therapy.</p> <p>Findings include:</p> <p>The undated Acquiring Medications policy states "Purpose To ensure that routine and emergency medications are provided to the guests" and "Procedure 1. To order new medications, staff is</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>to enter the medication into the electronic medical record. The order is transmitted to the pharmacy via ePrescription (electronic prescription). Prescriptions for controlled substances must be faxed to the pharmacy. If the eprescription fails, a message will be sent via the message system in the electronic record. The order must be re-sent to the pharmacy in order for the medication to be sent to the facility. At times the facility is unable to obtain controlled substances due to an issue with a prescription. In this case, the physician/on call physician will be contacted in an attempt to obtain the script. If the facility is not successful in obtaining a valid script for the medication, the guest or responsible party may be allowed to bring in a personal supply of the medication" and "If both of these attempts to fill the medication fail, the Medical Director will be notified and the Medical Director may fill a short script until a valid script can be obtained by the prescribing physician."</p> <p>The facility's undated Pain Management policy documents, "All guests will receive the best level of pain control that can safety be provided in order to prevent unrelieved pain. Pain is whatever the experiencing person says it is, existing whenever he/she says it does. Self-report is the preferred indicator of pain. Pain relief is the alleviation of pain or reduction in pain to a level of comfort that is acceptable to the guest and is demonstrated by a decrease in the guest's pain scale rating. Licensed Staff will screen for the presence of pain at least every shift. It is the responsibility of the licensed nurse to reassess pain intensity once a sufficient time has elapsed for the pharmacological treatment to reach peak effect, Your nurses and personal care associates will come by regularly to see how you are feeling. Request the pain medicine as soon</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>as you start to have pain and report unrelieved pain after being medicated. The longer you wait the worse the pain gets, the harder it is to control. We will evaluate your use of the medications and help you learn how to use them in the most effective manner to treat your pain. As a partner in your health care, your caregivers will depend on you to tell them how you feel. Based on you own comfort level, your health worker will make a pain management plan. Rating your pain: While in the facility you will be ask you to rate your pain. A pain scale has a face that you can point to that will show us how much pain you are feeling. A zero indicates no pain. A six indicates distressing, miserable pain. An eight indicated intense, dreadful, horrible pain. A ten indicated worst possible, unbearable, excruciating pain (crying face). Will ask what type of pain you are having and what works for you. Treating pain consists of medications, cold packs, exercise, ultrasound, and therapy.</p> <p>On 8-26-19 from 9:10 AM to 9:30 AM R2's call light was on. At 9:30 AM V10 (Certified Nursing Assistant/CNA) answered R2's call light. R2 informed V10 that she needed a pain pill for a migraine and nausea. V10 proceeded to turn R2's call light off and reported to V5 (Licensed Practical Nurse/LPN) that R2 was requesting a pain pill and was nauseated.</p> <p>On 8-26-19 at 9:35 AM, R2 was lying in the dark with a wet towel on her head and over her eyes. R2 stated, "I had been waiting for over 40 minutes to have my call light answered. I have an excruciating headache and stomach ache and need a pain pill."</p> <p>On 8-26-19 at 10:50 AM R2's call light was on and V10 answered immediately. R2 complained</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>of feeling nauseated to her stomach. V10 turned off R2's call light and informed V5 of R2 complaining of nausea.</p> <p>On 8-26-19 from 9:40 AM to 11:10 AM V5 proceeded to administer medications to other residents (R3, R4, R5, and R6).</p> <p>On 8-26-19 at 11:10 AM (one hour and forty minutes after requesting pain medication) V5 entered R2's room to give R2 routine morning medications. During this time, R2 was crying and had to request a pain pill from V5. R2 stated that she was having severe pain to the abdomen and head and requested a Tylenol #3 for the pain. V5 administered Tylenol-Codeine #3 300-30 mg (milligrams) one tablet to R2.</p> <p>On 8-26-19 at 1:20 PM R2 was lying in bed with a basin containing vomit that was sitting on her abdomen. R2 stated at this time, "The nurse has not come back and checked on my pain. My migraine was so bad that I am vomiting now. If I get my pain medication quickly then I do not vomit. My head pain is still excruciating. I have complained to the supervisors before about getting my pain medications timely and nothing has really improved. I cannot even do therapy today because my pain was so bad. I need to be able to do therapy to get my skilled stay covered here by my insurance. The facility did nothing for me to try and control my pain."</p> <p>On 8-27-19 at 8:50 AM, R2 was lying in bed. R2 stated, "The nurse did not check on me yesterday after getting my pain pill. My migraine was terrible. The next nurse that came on gave me something around 9:00 PM. I needed something to help before that to keep the migraine away."</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>R2's Minimum Data Set (MDS) dated 8-8-19 documents R2 is cognitively intact. This same MDS documents R2 has frequent pain that effects sleeping at night.</p> <p>R2's current Physician's Order Sheets (POS's) document R2 has the diagnoses of Bile Duct Carcinoma, Muscle Weakness, Migraine (Non-Retractable), and Chronic Pain. These same POS's document the following orders: Ibuprofen 200 mg (milligrams) two tablets every four hours as needed for pain. Phenergan 25 mg one tablet every six hours for nausea. Tylenol-Codeine #3 300-30 mg one tablet every six hours for migraine headaches. Assess pain every shift. Skilled Occupational Therapy (OT) six times a week and Skilled Physical Therapy (PT) seven days a week."</p> <p>R2's Pain Assessment dated 8-2-19 documents R2 rating of intensity of pain at a "eight" with a "seven" indicating severe pain that is horrible/intense. This same assessment documents interventions: Analgesics, Cold, Relaxation Techniques, and Rest.</p> <p>R2's current Pain Plan of Care documents, "Problem: Potential for pain due to weakness, recent surgery, intrahepatic bile duct cancer, migraines, and insomnia. Goal: Pain medication will be effective by guest indicating effectiveness within 30 minutes of being medicated. Approach: Pain assessment upon admit and per protocol. Pain medication as ordered. Reposition as needed/desired for comfort."</p> <p>R2's PT Daily Treatment Note dated 8-26-19 documents, "Attempted to see (R2) twice today. (R2) states that she is having a migraine and stomach pain. (R2) has puked this morning.</p>	S9999		
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S9999	Continued From page 7 Pain is an 'eight' on 0-10 scale. Nursing aware. Patient refused to participate in skilled therapy." R2's OT Daily Treatment Note dated 8-26-19 documents, "Guest was approached multiple times today, however complained of nausea/migraine. The patient declined to sit on the edge of the bed due to reports that she might get sick. The patient is limited due to nausea/migraine." R2's Grievance Form dated 8-19-19 documents, "(R2) states that she does not have her pain medication, specifically Tylenol #3, when needed. According to nursing, they (nursing) have had some issues with receiving the prescription for (R2's) Tylenol#3, and therefor (R2) has missed a dose. R2's Controlled Drug Record dated 8-16-19 documents the pharmacy sent four Acetaminophen/Codeine 300-30 mg tablets on 8-16-19. This same record documents the last dose of Acetaminophen/Codeine 300-30 mg was administered on 8-19-19 at 12:25 AM. R2's Controlled Drug Record documents R2 did not receive more Acetaminophen/Codeine 300-30 mg tablets until 8-21-19. R2's Medical Record and Pharmacy Records do not include and documentation of a refill request being sent to pharmacy for R2's Acetaminophen/Codeine 300-30 mg on 8-19-19 or 8-20-19. R2's Pain Assessment dated 8-19-19 at 7:00 PM to 8-20-19 at 7:00 PM documents R2's pain level at a "six" indicating R2 was experiencing "distressing, miserable pain" while out of the Acetaminophen/Codeine 300-30 mg.	S9999			

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S9999	<p>Continued From page 8</p> <p>On 8-26-19 from 9:10 AM to 9:28 AM R3's call light was on. At 9:28 AM V10 answered R3's call light. R3 informed V10 that she needed a pain pill for a migraine and nausea. V10 proceeded to turn R3's call light off, answered R2's call light, and then reported to V5 (Licensed Practical Nurse/LPN) that R3 was requesting a pain pill and was nauseated.</p> <p>On 8-26-19 at 10:10 AM, R3 stated, "My light was on for 40 minutes before a CNA answered it. I told the CNA I needed a pain pill. I have a bad headache and stomach ache. My headache is a 'seven' on a 0-10 scale. It takes forever to get pain pills here." At this time R3 was holding her right hand on her head and had tears in her eyes. R3's room was dark.</p> <p>On 8-26-19 at 10:20 AM, V5 entered R3's room with R3's scheduled morning medications. R3 at that time noticed V5 did not bring in a pain pill. R3 stated, "My migraine is killing me! I need a pain pill. I am nauseated." V5 responded to R3 by stating, "You have been out of your Hydrocodone since last night and you have nothing else ordered for pain. I will have to try and get the Hydrocodone ordered in a little bit." V5 then administered a Zofran 8 mg for R3's complaints of nausea.</p> <p>On 8-26-19 at 11:45 AM R3 put the call light on, again. V10 answered the call light and R3 stated that she needed the nurse because she was in pain. V10 proceeded to inform V5 immediately that R3 was in pain.</p> <p>On 8-26-19 at 1:30 PM, R3 stated, "I still have not</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>gotten a pain pill. I am nauseous from my headache. My pain is a 'nine' on a 0-10 scale and excruciating. I need a pain pill now!"</p> <p>On 8-26-19 at 2:12 PM, V6 (CNA) reported to V5 that R3 was still needing a pain pill.</p> <p>On 8-27-19 at 9:00 AM, R3 was sitting on the edge of the bed eating breakfast. R3 stated, "I did not get my pain pill until after midnight yesterday. My head was pounding with a migraine. The migraine was debilitating. I ended up vomiting that night. I should have never had to go without my pain medication. The staff did nothing for me to try to help my migraine."</p> <p>R3's MDS dated 8-7-19 documents R3 is cognitively intact.</p> <p>R3's current POS documents R3 has the diagnoses of Sciatica, Low Back Pain, Osteoarthritis, Malignant Lung Cancer, Migraine, Chronic Pain, Neoplasm related pain, and Nausea/Vomiting. These same POS's document the following orders: Hydrocodone-Acetaminophen 7.5/325 mg one every four hours as needed for chronic pain. Lidocaine 2.5 percent cream topically to affected areas as needed for pain. Assess pain every shift.</p> <p>R3's current Pain Plan of Care documents, "Problem: Potential for pain due to weakness, lung cancer, polyneuropathy, Osteoarthritis, sciatica, low back pain, and migraines. Goal: Pain medication will be effective as guest indicating effectiveness within 30 minutes of being medicated. Approach: Pain assessment upon admit and per protocol. Pain medications as ordered. Reposition as needed/desired for</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>comfort.</p> <p>R3's Pain Assessment Section Pain Symptoms dated 8-15-19 is incomplete and does not address how often R3 has pain. This same assessment documents R3's pain is usually severe pain that is horrible/intense, constant/persistent, and analgesics used for the pain are usually effective. This assessment also documents that no other non-pharmacological interventions are used to manage R3's pain.</p> <p>R3's Controlled Drug Record documents 29 tablets of Acetaminophen 7.5/325 mg were delivered to the facility on 8-16-19. This same Controlled Drug Record and R3's MAR documents R3's last dose of Hydrocodone-Acetaminophen 7.5/325 mg was administered on 8-25-19 at 1:10 PM.</p> <p>R3's Medical Record dated 8-16-19 to 8-25-19 has no evidence documented of R3's physician being notified of the need for a refill request prescription for the Hydrocodone/Acetaminophen 7.5/325 mg before administering the last dose on 8-25-19 at 1:10 PM. The facility's Pharmacy Records do not include evidence of a Controlled Substance refill request form being sent to the facility or to R3's Physician.</p> <p>R3's Progress Notes dated 8-26-19 at 10:26 AM and 1:27 PM and signed by V5, documents V5 left a message with V15's office requesting R3's Hydrocodone/Acetaminophen 7.5/325 mg. R3's Progress Notes dated 8-26-19 at 2:28 PM and signed by V5, document V5 left a message for V18 (R3's Oncologist) requesting Hydrocodone. R3's Progress Notes dated 8-25-19 to 8-26-19 do not include any documentation of V2 or V14 (Medical Director) being notified of the need to</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>get a short script to fill R3's Hydrocodone/Acetaminophen 7.5-325 mg.</p> <p>On 8-28-19 at 3:05 PM V15 (R3's Physician) stated, "The facility should have got ahold of a physician to reorder (R3's) Hydrocodone before (R3) ran out on Monday (8-26-19)." V15 confirmed that R3 should not have had to with stand excruciating pain from morning until night time on 8-26-19, or go without pain control.</p> <p>On 8-28-19 at 1:40 PM, V2 (Director Of Nursing) stated, "I was not notified of R2 running out of her Tylenol #3 on 8-19-19 or R3 not having her Hydrocodone on 8-26-19. I should have been told so I could have notified the Medical Director (V14) to try and get the medication prescriptions."</p> <p>On 8-29-19 at 9:10 AM, V19 (Pharmacist) stated, "A refill request was sent on 8-23-19 for (R3's) Hydrocodone-Acetaminophen 7.5-325 mg, but the facility never had the physician fill out the controlled substance refill form that is required before the pharmacy can send the medication out. The facility ordered (R3's) Tylenol #3 on 8-15-19 and the pharmacy sent four tablets on 8-15-19. The facility did not request any more refills for (R3's) Tylenol #3 until 8-20-19."</p> <p>R3's MAR dated 8-1-19 to 8-26-19 documents R3 did not get a Hydrocodone-Acetaminophen 7.5/325 mg until 11:59 PM on 8-26-19.</p> <p>On 8-26-19 at 9:15 AM, R4 was lying in bed and stated that she had a headache. R4 stated, "I asked for Tylenol for a headache and haven't got it yet. My call light was on for 30 minutes before the CNA finally answered it. My headache is a 'seven' on a 0-10 scale."</p>	S9999		
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6016794	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____		(X3) DATE SURVEY COMPLETED C 08/29/2019
NAME OF PROVIDER OR SUPPLIER BRIDGE CARE SUITES		STREET ADDRESS, CITY, STATE, ZIP CODE 3089 OLD JACKSONVILLE ROAD SPRINGFIELD, IL 62704		
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S9999	Continued From page 12 On 8-26-19 at 9:53 AM V5 administered two Tylenol tablets 325 mg orally to R4. On 8-26-19 at 11:00 am, R4 requested a Norco from V5. R4 stated, "The Tylenol is not helping and my headache is getting worse." V5 replied to R4 that R4 needed to wait at least one half hour. I need to do (administer medications) to two other residents first. V5 told R4 that she needs to "Hang in there." R4's MDS dated 8-7-19 documents R4 is cognitively intact. R4's current POS document R4 has the diagnoses of Pain in the right hip, Nausea, and Diabetic Neuropathy. This same POS documents the following orders: Acetaminophen (Tylenol) 325 mg two tablets every six hours as needed for pain. Hydrocodone-Acetaminophen 10-325 mg one to two tablets every four to six hours as needed for pain (not to exceed eight tablets daily). Assess pain every shift. R4's current Pain Plan of Care documents, "Problem: Potential for pain and weakness due to right hip pain, left patella fracture, and restless leg syndrome. Goal: Pain medication will be effective by guest indicating effectiveness within 30 minutes of being medicated. Approach: Ice as ordered. Pain assessment upon admit and per protocol. Pain medication as ordered. Reposition as needed." R4's MAR dated 8-26-19 and signed by V5 documents, "Acetaminophen 325 mg two tablets given at 10:16 AM. This same MAR documents the Tylenol as effective for pain control."	S9999		

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S9999	<p>Continued From page 13</p> <p>R4's MAR dated 8-26-19 documents R4 did not receive Hydrocodone 10-325 mg two tablets until 12:50 PM, even though R4 requested the Hydrocodone at 11:00 AM.</p> <p>On 8-27-19 at 10:20 AM, R10 was lying in bed. R10 stated, "I have had open heart surgery, Osteoarthritis, and osteoporosis. I have severe pain, unless I get a pain pill (Tramadol) every six hours. I will put on my call light to ask for pain medicine 20 minutes early, because I know it will take at least that long to get my light answered. I usually have to wait at least another hour to two hours after the call light is answered to get my pain medicine. I start to get excruciating pain the goes from my back down my legs. Today I waited on my call light to get answered for over an hour this morning because I wanted a Tramadol."</p> <p>R10's current POS documents R10 has the diagnoses of Muscle Weakness, Pain, Cervical Disc Disorder, Disc Degeneration, Dorsalgia (Back Pain). This same POS documents the following orders: Oxycodone 5 mg one tablet every four hours as needed. Tramadol-Acetaminophen 37.5-325 mg every two tablets every six hours as needed for pain.</p> <p>R10's current Pain Plan of Care documents, "Problem: Potential for Pain due to Dorsalgia, Cervical Disc Disorder, and Lumbar Disc Degeneration. Goal: Pain medication will be effective as guest indicates effectiveness within 30 minutes of being medicated. Approach: Pain assessment upon admit and per protocol. Pain medication as ordered. Reposition as needed."</p> <p>R10's Pain Assessment dated 8-23-19 documents R10 has moderate pain daily that is</p>	S9999		
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S9999	<p>Continued From page 14</p> <p>constant. This same assessment documents analgesics are used to manage pain.</p> <p>On 8-26-19 at 1:38 PM, V5 stated, "(V10) reported to me that (R2, R3, and R4) needed pain medications between 9:00 and 9:28 am. I got the wrong room number for one resident. I would not expect a resident to lay in pain for any length of time. I usually don't have that many residents needing pain medications. I should have assessed all three resident's pain before giving other residents all of their medications. (R3) does not have anything else prescribed for pain. I did go back and tell (R4) to wait on her pain medication. I should not have made (R4) wait for Norco. I should not have documented that (R4's) Tylenol was effective for the pain. That was an error on my part."</p> <p>On 8-28-19 at 3:05 PM V15 (R3's Physician) confirmed that R3 should not have had to with stand excruciating pain from morning until night time on 8-26-19, or go without pain control.</p> <p>On 8-27-19 at 12:30 PM, V2 (Director of Nursing) stated, "A nurse should have accessed R2's pain as soon as possible and give R2 her pain medication. The nurse should have went to the three residents (R2, R3, and R4) first to do an assessment, find out what the pain is, have the resident rate the pain, and find out what medication she had to offer before continuing a medication pass. The nurse should have evaluated (R2) and (R3) before continuing a medication pass with the other residents. No residents should experience excruciating pain. (R3) should not have to go without the Hydrocodone for pain."</p>	S9999		

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S9999	<p>Continued From page 15</p> <p>On 8-26-19 at 11:45 AM, R1 stated, "It took a long time to get pain medication there (the facility). I would suffer with Heartburn and Diarrhea sometimes for hours. The heartburn would cause me severe chest pain. I had diarrhea the whole time I was at the facility and would not get a pill for the diarrhea. The diarrhea caused me to have stomach pain continuously. I made my daughter take me home because I was not getting good care at the facility."</p> <p>The Physician Order Sheet dated 7/26/19 through 8/26/19 documents R1 has diagnoses of history of Malignant Neoplasm to the breast and lungs, Muscle Weakness, Sepsis with Nausea/Vomiting, and GERD (Gastro-Esophageal Reflux Disease without Esophagitis).</p> <p>R1's Minimum Data Set dated 8/9/19 documents R1 is cognitively intact.</p> <p>R1's Nurses Note dated 8/3/19 at 2:15 am documents "(R1) has reportedly had some diarrhea stool and complained of heartburn on previous shift. Will notify MD (Medical Doctor) office in the am (morning) or oncoming shift."</p> <p>R1's Nurses Note dated 8/4/19 at 4:00 am documents "(R1) Wants order for heartburn and diarrhea."</p> <p>R1's Nurses Note dated 8/5/19 at 5:36 am documents "(R1) wants order for heartburn and diarrhea."</p> <p>R1's Medical Record dated 8/3/19 through 8/7/19 does not document that a physician was notified of R1's request for heartburn medication until 8/8/19. R1's Medical Record dated 8/3/19 through 8/13/19 does not document that a</p>	S9999		
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S9999	<p>Continued From page 16</p> <p>physician was notified of R1's request for diarrhea medication until 8/14/19.</p> <p>R1's Nurses Note dated 8/8/19 at 3:54 PM documents "Call made to (V16 Physician's) office." and "(R1) would like to have PRN (as needed) Tums (Heartburn Medication) order. Awaiting return call."</p> <p>R1's Nurses Note dated 8/13/19 at 5:06 am documents "(R1) had diarrhea this shift and wanted doctor called for anti-diarrhea medication. AM shift nurse made aware that (R1) had one episode of vomiting 8/12 (19) HS (bedtime)."</p> <p>V17's (Licensed Practical Nurse) Progress Note dated 8/14/19 at 9:57 AM documents "Called placed to (V16) to get an order for Zofran (anti nausea) and Imodium (anti diarrhea) for (R1)"</p> <p>R1's Progress Note signed by V5 (Licensed Practical Nurse) and dated 8/14/19 at 3:26 PM documents "Writer rec'd (received) N.O. (new order). Imodium and Zantac PRN."</p> <p>R1's Physician Order Sheet (POS) dated 7/26/19 through 8/26/19 documents an order for Tums (heartburn) was not obtained for R1 until 8/9/19. The 7/26/19 through 8/26/19 POS does not document orders for R1 to have Imodium or Zantac.</p> <p>R1's Medication Administration Record dated 7/27/19 through 8/20/19 documents R1 never received Imodium or a medication for diarrhea while R1 was a resident at the facility (7/27/19 through 8/20/19).</p> <p>On 8/29/19, V5 stated V5 remembered taking the telephone order for the Zantac for R1 and stated</p>	S9999		
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S9999	<p>Continued From page 17</p> <p>V5 must have taken the order for Imodium at the same time. V5 reviewed R1's physician order sheet dated 7/26/19 through 8/26/19 and confirmed the orders for R1's Zantac and Imodium were not entered into the computer system.</p> <p>On 8/28/19 at 1:40 PM, V2 Director of Nurses could not provide documentation that V16 was notified of R1's request for heartburn medication before 8/8/19 or that V16 was notified of R1's request for anti diarrhea medication before 8/14/19. V2 stated V2 would expect staff to have notified R1's Physician (V16) of R1's requests for medication within 24 hours. V2 confirmed that when the orders for Imodium and Zantac were received they were not entered into the Electronic Medical Record so the medications did not appear on the Electronic Medication Administration Record so the nurses could administer the medications to R1.</p> <p>On 8-29-19 at 9:10 AM, V19 (Pharmacist) stated, "(R1's) Zantac and Imodium was never ordered from the pharmacy.</p> <p>(A)</p>	S9999		
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