

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000822	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/19/2021
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NAME OF PROVIDER OR SUPPLIER BELHAVEN NURSING & REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 11401 SOUTH OAKLEY AVENUE CHICAGO, IL 60643
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S 000	Initial Comments Complaint Investigation 20810056/IL129819	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)3) 300.1220b)3) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures 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. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting. Section 300.1210 General Requirements for Nursing and Personal Care 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	S9999	Attachment A Statement of Licensure Violations	

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

TITLE

(X6) DATE

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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.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</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 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and modified in keeping with the care needed as indicated by the resident's condition. The plan shall be reviewed at least every three months.</p> <p>These requirements were not met as evidenced by:</p>	S9999			

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S9999	<p>Continued From page 2</p> <p>Based on interview and record review, the facility failed to promptly and properly assess, monitor, and document the pain of a resident who complained of pain in the shoulder and collar bone after a fall. This affected one (R1) of three residents reviewed for pain management. This failure resulted in R1 having a sleepless night and having a bad mood the whole of the next day.</p> <p>Findings include:</p> <p>R1's MDS (Minimum Data Set) dated 11/12/2020 shows that R1's BIMS (Brief Interview for Mental Status) score is 14 out of 15 (cognitively intact).</p> <p>On 1/12/21 at 11:15am during resident observation on the second floor of the facility, R1 was interviewed regarding his pain after he fell on 12/29/20. R1 stated that he was on the floor and two male staff (V4 and V5, Certified Nurse Assistants/CNAs) came to move him back to bed, using the mechanical lift. R1 explained that one of the men held him on his arms and the other one held him on the legs, and they put him on the mechanical lift before putting him in bed. R1 added that he complained of pain in his shoulder and collar bone area to the male staff (V4), but the nurse did not come to see him or give him any pain medication. R1 stated that his pain level at that time was 8 out of 10, and the pain was so much that he could not sleep. R1 was asked about how many hours he stayed awake because of the pain. R1 stated he could not sleep all night, and the pain made him to have a bad mood the whole day and that was why he told his family about it. R1 added that it was the following morning that the nurse gave him Tylenol. R1 stated that the Tylenol helped him a little bit. Again, R1 was asked to rate the pain after the</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>Tylenol was given the next morning, and R1 stated that the pain went down to about 5. R1 insisted that no one gave him Tylenol on the day he fell and that it could have helped his pain if he got the pain medicine.</p> <p>Again, on 1/13/21 at 11:19am, R1 was asked the same questions as the previous day, and R1 gave the same answers, using the same pain rate numbers.</p> <p>On 1/12/21 at 11:30am, V4 (CNA) was interviewed regarding the occurrence with R1. V4 stated that after R1 was put back in bed, R1 told him about the pain and he went and told V8 (Licensed Practical Nurse/LPN) that R1 was in pain. V4 added that V8 is a part-time nurse who does not come frequently, and she was not working today (Tuesday). Two attempts to reach V8 on phone were unsuccessful on 1/12/21.</p> <p>On 1/13/21 at 12:05pm, V8 was interviewed regarding why R1 was not assessed and the pain was ignored two weeks ago on 12/29/20 after R1 fell, since R1's pain assessment and progress note documentation show yesterday's date (1/12/21) after the surveyor was told that she (V8) was off work. V8 responded that she was off yesterday (1/12/21) but she (V8) was told that she had to come into the facility to complete R1's pain assessment and finish up her documentation on the resident because of risk management. V8 stated that was the reason she came to the facility and did the documentation. V8's documentation for 12/29/20 that showed "created date" of 1/12/21 include: Pain Review, Fall Risk Review, Daily Skilled Nursing Notes, and E-MAR Pain medication documentation.</p> <p>R1's progress notes show that V8 made an electronic medication administration record</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>(E-MAR) progress notes entry on R1 on 1/12/21 (regarding the occurrence on 12/29/20) to say that R1 was given Tylenol on the day R1 fell and complained of pain (on 12/29/20). This entry shows that it was actually created on 1/12/21 at 11:58am. In addition, V8 made a "Pain Review" assessment dated 1/12/21 at 2:31pm with lock date 1/12/21 at 2:44pm regarding R1's post-fall pain that happened on 12/29/20 (two weeks ago). In addition, V8 made a "Daily Skilled Nursing Notes" created on 1/12/21 at 12:43pm (with the same "Effective Date" of 12/29/20).</p> <p>On 1/12/21 at 3:10pm, V2 (Nurse Consultant) was asked about these discrepancies in the time of documentation of the Pain Review assessment, Daily Skilled Nursing Notes, and the E-MAR progress notes; V2 stated that it could be that V8 started the pain assessment but did not complete it at that time.</p> <p>The late entry Pain Review signed by V8 on 1/12/21 that was presented by V2 shows the following incomplete assessment: #B - Pain frequency states "not assessed;" #C - Pain effect on function states "unable to answer" and "not assessed." There was no record to show that the Physician or the Nurse Practitioner was notified of R1's fall or the resultant pain from the fall.</p> <p>On 1/13/21 at 11:35am, V9 (Nurse Practitioner) was asked if she was notified of R1's fall and the resultant pain on the shoulder and collar bone area. V9 stated that she was not notified, and that the expectation is that the nurse should notify the nurse practitioner, especially because the resident complained of pain from the fall. V9 added that if she was notified, she would have done an assessment to determine if the resident should be sent to the hospital or if he should get a</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>different pain medication.</p> <p>On 1/13/21 at 11:25am, V11 (LPN) was asked what she would do if a resident fell and complained of pain on the shoulder and collar bone area. V11 stated that she would do a head to toe assessment, assess the pain on a scale of 0-10, give a prn (as needed) pain medication, document the assessment and notify the doctor, and go back to the resident after about an hour to see if the pain medication was effective. V3 (Infection Control Nurse) was asked the same question and V3 gave the same answers but added that she would ask the doctor or nurse practitioner if an X-Ray of the area should be done to make sure the resident did not have any dislocation, since he complained of pain.</p> <p>R1's care plan dated 11/12/20 with problem statement "Alteration in comfort" states in part, under interventions "Complete pain assessment; Record response to analgesics and adjuvant therapies, adjusting medications as needed; Medicate resident as ordered per plan; Observe resident for effectiveness of pain relief." Most of the care plan approaches/interventions were not done until two weeks later.</p> <p>On 1/12/21 at 3:30pm, V1 (Administrator) presented the facility policy Pain Management. This undated document states in part: Promptly and accurately assessing and diagnosing pain; Encouraging residents to self-report pain; Increasing comfort and reducing depression and anxiety in residents; Monitoring treatment efficacy and side effects; Preventing and minimizing anticipated pain when possible. A standard format for assessing, monitoring, and documenting pain in both cognitively intact and cognitively impaired residents will be utilized.</p>	S9999		

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S9999	Continued From page 6 The facility did not follow this policy. (B)	S9999		