

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010086	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 07/09/2019
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NAME OF PROVIDER OR SUPPLIER BRIA OF PALOS HILLS	STREET ADDRESS, CITY, STATE, ZIP CODE 10426 SOUTH ROBERTS PALOS HILLS, IL 60465
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S 000	Initial Comments Complaint Investigation: 1994580/IL113342 - F697G	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1010h) 300.1210b) 300.1210c)3) 300.3240a) Section 300.610 Resident Care Policies 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. Section 300.1010 Medical Care Policies h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including,	S9999	<h2>Attachment A</h2> <h3>Statement of Licensure Violations</h3>	

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

Electronically Signed

TITLE

(X6) DATE

07/19/19

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S9999	<p>Continued From page 1</p> <p>but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification.</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 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>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 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>resident. (Section 2-107 of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to ensure the pain medication given was effective in relieving R2's pain and providing additional as needed medication to ensure relief of R2's pain. This failure affected one resident (R2) reviewed for pain management. This failure resulted in R2 being transferred to the emergency room due to pain.</p> <p>Findings include</p> <p>On 7/3/19, R2 said she reported pain to V10 on the evening of 6/21/19. R2 said she did not receive relief from her pain medication and her sister called 911 for her to go to the hospital, because V10, Licensed Practical Nurse (LPN), would not give her medicine for her pain.</p> <p>On 7/5/19, R2 is alert to name, place, and situations. R2 said she went to the hospital because she was in pain. R2 said she had severe pain, in her lower back, and both her legs. R2 said it felt "like needles poking constantly into my muscles." R2 said because V10 would not help her she felt "neglected." R2 said when she is in pain her face will show it and she will call out for help. R2 said severe pain for her is 9-10, on a 1-10 pain scale.</p> <p>According to the hospital records on 6/21/19 at 11:37PM the ambulance was dispatched to R2 for a complaint of leg pain. The ambulance record denotes "the crew's impression was acute pain."</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>On 7/3/19 at 2:33PM V10, LPN, said on 6/21/19 R2 was in pain. V10 said R2 had been given her pain medication and was repositioned. V10 said she was not told R2 was still having pain after the interventions. V10 said she did not help reposition R2, but told the Certified Nursing Assistant (CNA) to reposition her. V10 said R2 had turned her call light on that night and when she responded to the light R2 could not remember what she needed. V10 said she did not know if R2 was in pain and she did not specifically ask R2 if she was still in pain. V10 said symptoms of pain can include facial expressions, verbal expression, changes in behavior, or agitation. V10 said she could have given R2 as needed medications for pain.</p> <p>On 7/3/19 at 1:58PM V2, Director of Nursing, said in the electronic medication record a code of "I" following a medication administration means the intervention was "ineffective." V2 said she educated V10, LPN, that if after a pain intervention a resident still has pain then another intervention should be provided or a call the physician should be made. V2 said there is no documentation that V10 offered R2 other interventions for pain and nonpharmalogical interventions should be documented. V2 said as needed medications could have been given to R2 for unrelieved pain.</p> <p>On 7/5/19 at 9:41AM V12, Minimum Data Set Nurse, said a diagnosis of Multiple Sclerosis would be a trigger to care plan pain. V12 said if on reassessment of an intervention a resident still has pain she would expect the nurse to administer an as needed medication or call the doctor for unrelieved pain.</p> <p>On 7/5/19 at 12:45PM V14, Nurse Practitioner (NP), said R2 mostly reports pain in her legs and</p>	S9999		
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S9999 Continued From page 4 S9999

it is most likely related to her diagnosis of Multiple Sclerosis. V14 said R2 is able to express when she has pain and any pain report from her would be accurate. V14 said she would have expected the nurse to give another as needed medication for pain or notify the provider.

Physician orders for R2 include Ibuprofen tablet 400 milligrams (mg) every six hours as needed for pain and Acetaminophen Extra Strength (ES) tablet 500mg by mouth every twelve hours as needed for pain. R2 has Hydrocodone-Acetaminophen 10/325mg ordered as needed every six hours for pain. Hydrocodone-Acetaminophen 10/325mg is signed as administered on 6/21/19 at 1358 and 1800 by V10. Both entries are followed with the letter "I" indicating the medication was ineffective in relieving pain. The Ibuprofen and Acetaminophen ES are not signed as given for 6/21/19. Review of R2's Progress Notes do not denote additional interventions for pain management provided by V10 on 6/21/19.

R2's care plan for painful joints denote "medication administration per physician order."

The facility Pain Management Policy denotes to facilitate and provide guidance on pain observations and management. To promote resident comfort and preserve resident dignity. This will be accomplished through an effective pain management program, providing our residents the means to receive necessary comfort.

According to the hospital records R2 was in the emergency room on 6/21/19 into 6/22/19. The chief complaint listed on the hospital record is "leg pain." The course of treatment while in the

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S9999	<p>Continued From page 5</p> <p>emergency room included morphine given for pain.</p> <p>According to V2 on 7/5/19 the facility obtained additional pain medication orders and are seeking an appointment with a Neurologist to reassess R2's Multiple Sclerosis condition.</p> <p>(B)</p>	S9999		
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