

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003503	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/05/2014
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NAME OF PROVIDER OR SUPPLIER BRIA OF GENEVA	STREET ADDRESS, CITY, STATE, ZIP CODE 1101 EAST STATE STREET GENEVA, IL 60134
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S9999	<p>Final Observations</p> <p>STATEMENT OF LICENSURE VIOLATIONS:</p> <p>300.1210b) 300.1210d)3) 300.1220b)1) 300.3240a)</p> <p>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 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. 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: 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 b) The DON shall supervise and oversee the nursing services of the facility, including: 1) Assigning and directing the activities of nursing service personnel.</p>	S9999		
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Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

12/24/14

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S9999	<p>Continued From page 1</p> <p>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>The above requirements are not met as evidenced by:</p> <p>Based on observation, record review and interview the facility failed to ensure the residents (R1, R2, R4 and R5) are free from mistreatment and verbal abuse from E3 (Nurse). As a result of this failure, R1 sustained anxiety and feelings of being upset and afraid of E3. This applies to four of four residents (R1, R2, R4 and R5) evaluated for mistreatment in the sample of 15 residents.</p> <p>Findings include:</p> <p>On 12/3/14 at 11:15 AM E3 (Staff Nurse) was in R1's room to give her medication. E3 began talking loudly to R1 and stated, "I am going to tell you what I do for you in front of these nice people so I have proof, (referring to Surveyors present in the room). E3 stated, "I do everything for you," in a loud angry voice while standing over R1's bed and pointing finger at her. R1 became upset and raised her voice as well. E3 continued to yell at R1 about how R1 does not recognize everything E3 does for her and it is not her problem. Both R1 and E3 continued to escalate. At this time surveyor intervened and asked E3 to speak to surveyor in private. E3 continued to say 'no', she (R1) needs to hear this and I (E3) need to be heard and continued her loud talking. Then E3 walked into the hall with surveyor and was still yelling. "I need to be heard, I want to tell my side." E3 was assured by surveyor they could talk in private so as not to disrupt or frighten other</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>residents.</p> <p>On 12/3/14 at 11:30 AM, R1 stated," E3 is always like that she yells and is so forceful. When I (R1) first came here I was afraid of her, now I am used to her so I just don't call her for help or medication because I don't want to provoke her." R1 stated the whole incident that happened made her upset and anxious.</p> <p>On 12/4/14 at 12:30 PM R1 stated she had talked to E1 (Administrator) about E3 on 12/4/14 AM. R1 stated the "E3 just shouldn't be taking care of people."</p> <p>On 12/3/14 at 11:45 am surveyors notified E1 of the E3's behavior of mistreatment towards R1. E1 stated she removed E3 from all residents' contact and begun an initial investigation and the incident was reported to Illinois Department of Public Health.</p> <p>E1 also stated she received, a written concern about E3 treating the residents, from R2's family (Z1) which she (E1) became aware on 12/2/14. In the written concern Z1 alleged "in my opinion she (E3) is rude and condescending which I did not appreciate ... is it these people are too old to matter? and don't pay enough."</p> <p>E3's personal file had documentation to show E3 was written up for direct patient care and communication with families (7/16/13 and 12/10/13), yelling and needs to present a calm, anti-chaotic environment for patients and staff (5/23/12 and 5/30/12).</p> <p>On 12/4/14 at 9:25 AM, E5 (Social Services) stated there was a family complaint about E3 earlier in the year but unsure of the exact date.</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>E5 stated it was during a care plan meeting the family complained E3 was too loud and talked too fast. E5 stated she has heard other staff talk about how loud she is but that everyone felt, "That's just how she is."</p> <p>On 12/3/14 R5 stated he does not have a problem with any nurse except one. R5 stated he did not want to give the nurses name. R5 stated the nurse works day shift and was here earlier but now is gone for the day. R5 stated "I don't know why but I won't miss her." (E3 was sent home that day by E1(administrator) pending an investigation). R5 stated the nurse is "loud and not very nice."</p> <p>On 12/3/14 at 11:00 am E3 administered R4's 9:00 am scheduled medications. At this time R4 declined to take one of her medications (steroid). E3 told R4 loudly and pointing finger at her (R4) "you have a right to refuse, but you are under the care of nursing home doctor and the facility doctor prescribed medication for you." R4 continued to say her lung doctor did not want her to take it. E3 told (R4), "aren't you lucky, you are living for several years after lung cancer." This incident occurred in hall way and there were other residents standing next to R4.</p> <p>On 12/3/14 at 11:52 PM, E3 stated, "I was upset today and I should keep my personal stuff to myself. I don't hide my emotions positive or negative, that is how I was raised that is part of my culture. I was told in the past to keep my emotions down but this is not how I am. This happened in the past because I misunderstood someone." E3 then apologized for her behavior that day.</p> <p>On 12/5/14 at 3:00 PM E1 stated she was going</p>	S9999		

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S9999	Continued From page 4 to terminate E3, but E3 decided to resign to her job at the facility effective 12/5/14. (B)	S9999		