

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001697	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/25/2021
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NAME OF PROVIDER OR SUPPLIER CHICAGO RIDGE SNF	STREET ADDRESS, CITY, STATE, ZIP CODE 10602 SOUTHWEST HIGHWAY CHICAGO RIDGE, IL 60415
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S 000	Initial Comments	S 000		
S9999	<p>Probationary License/Change of Ownership</p> <p>Final Observations</p> <p>1 of 2. Statement of Licensure Findings:</p> <p>300.610a) 300.650e) 300.650f)1) 300.1210b) 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. 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.</p> <p>Section 300.650 Personnel Policies</p> <p>e) All personnel shall have either training or experience, or both, in the job assigned to them.</p> <p>f) Orientation and In-Service Training</p> <p>1) All new employees, including student interns, shall complete an orientation program covering, at a minimum, the following: general</p>	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

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>facility and resident orientation; job orientation, emphasizing allowable duties of the new employee; resident safety, including fire and disaster, emergency care and basic resident safety; and understanding and communicating with the type of residents being cared for in the facility. In addition, all new direct care staff, including student interns, shall complete an orientation program covering the facility's policies and procedures for resident care services before being assigned to provide direct care to residents. This orientation program shall include information on the prevention and treatment of decubitus ulcers and the importance of nutrition in general health care.</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 reside</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 Requirements are not meet as evidenced by:</p> <p>Based on interview and record review, the facility failed to ensure that agency staff were trained on</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>facility specific protocols related to abuse and misappropriation of resident property prior to working at the facility; facility staff admitted to accepting a resident's debit card to accommodate personal requests for the resident against facility protocol. This failure applied to one (R89) of one resident reviewed for abuse in a sample of 35.</p> <p>Findings include:</p> <p>R89 is a 70-year-old male admitted to the facility on 7/31/20 with diagnoses including: hemiplegia, COPD, and history of falling.</p> <p>Abuse risk assessment dated 10/8/21 documents as factors that increase resident's vulnerability (e.g., dementia, confusion, disorientation, poor insight/poor judgement, poor communication skills, poor ambulation or inability to ambulate/propel wheelchair, frailty/weakness, history of exploitation, heavy care needs, unable to make needs known, on psychotropic meds.)</p> <p>R89's current plan of care includes focus: (Date Initiated 6/21/2021) R89 is at risk for abuse; he may voice allegations of mistreatment or exploitation by caregivers - Interventions are dated (Initiated 10/20/2021) Assure resident that he is safe and secure. Assure him that needs will be addressed by trained caregivers.</p> <p>Facility reported incident dated 10/14/21 documents: R89 gave his debit card to (V39) (Agency CNA) on 9/2/2021 and asked her to withdraw 100.00 and purchase him some items. Resident claims more than 100.00 was withdrawn and money was kept by the CNA. Interview of (V39) was done with local Police Department and Assistant Administrator. (V39) stated that she was given the debit card by resident on three</p>	S9999		
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S9999	Continued From page 3 different occasions to purchase items and to get resident cash which he was giving to another resident in exchange for favors. (V39) also stated that the resident was giving money to his brother who was supposed to be helping him to get out of the nursing home. When resident was questioned, he denied all of the above except for giving her the debit card to get him things. Bank statements show multiple withdrawals at multiple locations during the month of September. Local Police Department informed (V39) that she would need to meet with a detective from the local Police Department on Monday 10/11/2021. (Staffing Agency) representative was notified of all of the above. A follow up call to detective at local Police Department was made on 10/13/2021 to find out if (V39) did come in to talk with them and see if anything was determined. A message was left to let us know. At this time, it is inconclusive, and investigation is ongoing. 10/20/2021 at 10:35AM, V1 (Administrator) was asked for status of this investigation regarding misappropriation of property, and she stated that (V39) (Agency CNA) is no longer working here and not allowed to come back because "that is not something that we do here" - referring to staff accepting resident debit cards to purchase items. It is not allowed. If the resident needs something, then we can help them obtain it but that is not our policy (to take the debit card and make purchases). V1 was asked how are agency staff made aware of facility policies and policies related to abuse/misappropriation of property and V1 responded that agency staff get training from their agency unless they are at the facility on a day that they are doing training. Per (staffing agency liaison) the CNA should have known that this is not allowed behavior.	S9999			

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S9999	<p>Continued From page 4</p> <p>Review of employee file for V39 does not include any documentation that V39 was trained on what constitutes abuse and misappropriation of resident property by their respective staffing agency. There was no documentation in V39's employee file nor was it indicated by interview with V1 that V39 was ever oriented to facility specific policies, practices, and/or procedures.</p> <p>Facility abuse policy (revised 11/28/17) includes (but not limited to): Instances of abuse of all residents, irrespective of any mental or physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse and mental abuse"</p> <p>III. Orientation and Training of Employees " What constitutes abuse, neglect, exploitation, mistreatment and misappropriation of resident property ... " Staff obligations to prevent and report abuse, neglect, exploitation, mistreatment and misappropriation of resident property ... On an annual basis, supervisory personnel will receive training on their obligations under law when receiving an allegation of abuse, neglect or misappropriation of resident property, and how to monitor and correct inappropriate or insensitive staff actions, words or body language.</p> <p>(B)</p> <p>2 of 2. Statement of Licensure Findings:</p> <p>300.610a) 300.1210b) 300.1210b)4) 300.3240a)</p>	S9999		
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S9999	<p>Continued From page 5</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. 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.</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.</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>good nutrition, grooming, and personal hygiene.</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 Requirements are not meet as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to keep a resident free from neglect by failing to provide the necessary care and services to ensure that the resident maintained a clean and sanitary environment as well as proper hygiene to promote the resident's well-being. This failure applied to one (R77) of one resident reviewed for neglect and resulted in R77 being neglected by being left to lie in her own urine and feces and her bedroom to be in unsanitary conditions.</p> <p>Findings include:</p> <p>R77 is a 69-year-old with a diagnosis of chronic kidney disease, hypertension, bipolar disorder and HIV.</p> <p>On 10/17/21 at 11:30 AM, R77 was in bed with sheets covering her entire body. Upon entering the room, you were met with sharp, pungent odors of urine and a lingering smell of feces. Flies were buzzing about the room with numerous flies that covered R77's body. Surveyor called to R77 to see if R77 was awake, R77 stated, "What do you want?" Surveyor asked if everything was okay, R77 responded, "I'm asleep go away."</p> <p>On 10/18/21 at 11:35 AM R77 was covered up</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>under her sheets and laying on her side. Her sheets appeared to have dried yellowish, brownish stains and reeked of urine. Flies that were present the previous day, appeared to multiply and covered the majority of R77's body. As the surveyor fanned R77's body to get a better glimpse of R77, the flies dispersed but then quickly landed back atop R77's body and covered most of her back and buttocks area. The flies apparently were drawn to the accumulated urine and fecal matter on her body.</p> <p>V31 (RN) was asked about R77 and stated, "I'm an agency nurse. I can't tell you much about these people here. I saw (R77) earlier and yes, she was in bed. She doesn't like anyone dealing with her. Is there a problem?" Surveyor asked if she was aware of the flies and the condition of the resident, V31 stated, "Yes but I think she likes to be left alone." Surveyor asked whether anyone could clean the room or change R77's clothes or bed linens, V31 stated, "I'll let housekeeping know."</p> <p>10/19/21 at 12:40 PM, surveyor entered the room with another surveyor and observed R77 in bed partially covered with soiled linens and a black winter coat. Urine odors that pervaded the room were more pungent and sharper smelling than the previous day. Numerous flies were buzzing about and were on R77 and appeared to be feeding and attracted to R77's backside which appeared stained with urine, and fecal matter as observed the previous two consecutive days. The sheets R77 were laying on appeared to have dried up urine and tinged with dark brown and almost blood-tinged stains. Surveyor asked if she was bleeding or needed medical attention, R77 stated, "I'm fine, I'm not bleeding, go away."</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>V34 (Housekeeper) was across the hall from R77's room and was asked whether she had already cleaned R77's room and V34 stated, "Yes, I'm done with that side already." Surveyors asked V34 to accompany them back to R77's room and asked who maintained the room and bed linens. V34 stated, "I saw that, but I don't clean her, that's the CNA's (certified nurse's aide) job; I don't do that; I just clean the room." Surveyor asked whether the room looked clean to her as the room was pungent with odors and filled with flies. V34 stated, "That's because they don't clean her (referring to R77)." Surveyor asked if she pointed this out to the nursing staff and V34 stated, "No that's not my job."</p> <p>Surveyor asked V18 (Licensed Practical Nurse) if R77 was her patient and V18 responded, "Yes, I'm the nurse today, but I'm not normally on this floor because I usually work another floor. They just put me up here today so I can't help you much."</p> <p>Surveyor asked V12 (CNA) if she had seen or took care of R77 and V12 stated, "It's my second day here. I'm from the agency but I saw R77 earlier I think about 8am or 8:30am." Surveyor asked V12 to describe what she saw and V12 stated, "She's (R77) got flies all over her and it smells in there, but I didn't notice this before."</p> <p>R77's current care plans include (but not limited to):</p> <p>1) Create a warm, safe & inviting environment for care (e.g., pull down blinds, close curtains/doors, make sure the lighting is adequate, try to create a "home-like" bathroom/shower area. Emphasize dignity. Resident has a self-care deficit (ADL-activities of daily living/Mobility).</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>2) Encourage resident to participate as much as safely and able with ADL hygiene tasks."</p> <p>There was no other documentation provided during the course of the survey to show that facility was making attempts to meet the basic hygiene and care of the resident.</p> <p>(B)</p>	S9999		