

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6007843	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/29/2021
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NAME OF PROVIDER OR SUPPLIER PALOS HEIGHTS REHABILITATION	STREET ADDRESS, CITY, STATE, ZIP CODE 13259 SOUTH CENTRAL AVENUE CRESTWOOD, IL 60418
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S 000	Initial Comments Annual Certification and Licensure survey Complaint Investigation: 2190411 / IL130325	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)3) 300.1220 b)2 300.3240a) 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 plan. Adequate and properly supervised nursing	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>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>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>2) Overseeing the comprehensive assessment of the residents' needs, which include medically defined conditions and medical functional status, sensory and physical impairments, nutritional status and requirements, psychosocial status, discharge potential, dental condition, activities potential, rehabilitation potential, cognitive status, and drug therapy.</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 were not met evidence by:</p> <p>Based on interview, record review, and observation the facility failed to provide care and services that ensures a resident's dignity,</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>self-esteem and self-worth is maintain by not immediately removing biliary fluids from a resident's clothing and bed linen and not knocking before entering a resident's room. This applies to 2 of 24 sampled residents (R46 and R148).</p> <p>As a result, R46 experienced psychosocial distress by having to wait for assistance from staff to provide care and service due to a leaking biliary drainage (fluid from ostomy) bag.</p> <p>Findings include:</p> <p>1. On 1/26/2021, at 12:42p.m, R46 was observed laying in bed, holding his sheets in his hand. R46's gown and bed linen were observed with a green substance. R46 showed the surveyor that his drainage bag was leaking, R46 said he reported this to the aide, and she reported this to the nurse, and when the nurse came in the room she said she did not know how to change it and that she needed to find some who knew how to change the bag. R46 said "he feels sad that he has to sit in the soiled linen and wait for someone to change the leaking biliary bag". R46 put the call light on and V16 (CNA) arrived, V16 immediately said this bag has been leaking since breakfast trays arrived and I reported this to V23 (Nurse) around 9:30a.m- 10:00a.m. V16 said she does not know how to change this drainage bag.</p> <p>On 1/21/2020, at 1:00p.m, V23 (Nurse) said she went in R46's room at around 12:00 p.m and she knew the drainage bag is leaking, V23 said she has not changed the bag because she is prioritizing her tasks. V23 said the fluids leaking from R46's drainage bag can cause skin breakdown. V23 said the bag should be changed immediately when leaking.</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>On 1/28/2021, at 10:38a.m, V3 DON- (Director of Nursing) said R46 has a biliary drainage bag, and it should be emptied when it's half full and changed right away if it's leaking. V3 said allowing the drainage to remain on the skin could cause skin breakdown. V3 said a leaking biliary drainage bag is a priority and V23 should have changed the bag when she noticed it leaking.</p> <p>The Facility policy titled Quality of life-Dignity, dated March 2019, shows in-part that each resident shall be cared for in a manner that promotes and enhances quality of life, dignity, respect and individuality. The Resident shall be treated with dignity and respect at all times. "Treated with dignity" means the resident will be assisted in maintaining and enhancing his or her self-esteem and self-worth.</p> <p>The Facility policy titled Resident Rights dated March 2019, shows in-part, employees shall treat all residents with kindness, respect, and dignity. These resident rights include a dignified existence.</p> <p>2. R148 is a 55-year-old female originally admitted on 1-21-2021 with medical diagnosis that include and are not limited to: spondylosis, Raynaud's syndrome and anxiety. R148 is alert and oriented able to verbalized her needs.</p> <p>On 01/26/21, at 11:40AM, observation was made that a light was illuminated over R148's entry door and R148 was calling out "I need the nurse." R148 said, " I have the call light on for over 20 minutes and no one is answering it, sometimes it takes more than 30 minutes before they come."</p> <p>At 11:56 AM, V15 (Certified Nursing Assistant),</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>came into the room and turned the light off, then asked R148 "did you call, what can I do for you?"</p> <p>At 12:00 PM, V15 said, "I came to the room to answer the call light, the door was open, I do not need to knock or ask for permission, I came as soon as I had time to answer it."</p> <p>At 12:15 PM, V12 (licensed Practical Nurse) said, "we are responsible to answer the call light as soon as we possibly can, within 10-15 minutes. It is not acceptable to come into the patient's room without knocking and asking for permission, that is the part of the respect and dignity that we need to observe when caring for all the patients."</p> <p>On 01/28/21, at 11:40 AM, V3 (Director of Nursing) said, "V3 said my expectation is that anyone from any department is able to answer call lights. The call light is the way the patient lets us know they need help. We need to answer the call light as soon as possible, knock on the door, ask for permission to enter, wait for response, and identify yourself, call the patient by his/her name, turn the light off, and assist the patient with the requests. It is disrespectful and unacceptable to go into the patient's room without knocking and asking for permission to enter."</p> <p>V1 (Administrator) presented: "Answering the Call Light" dated 3-2019. It reads: The purpose of this procedure is to respond to the resident's requests and needs, answer the call light as soon as possible, knock on resident's room, ask for permission to enter, identify yourself, turn off the call light, and attend to resident's requests.</p>	S9999		

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