

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006704	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/22/2021
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NAME OF PROVIDER OR SUPPLIER HELIA HEALTHCARE OF BELLEVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 40 NORTH 64TH STREET BELLEVILLE, IL 62223
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S 000	Initial Comments	S 000		
S9999	<p>Complaint 2142228/IL132375</p> <p>Final Observations</p> <p>Statement of Licensure Violation:</p> <p>300.610a) 300.1210 b) 300.1220 b)2) 300.3240 a)</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</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	(X8) DATE
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S9999	<p>Continued From page 1</p> <p>resident to meet the total nursing and personal care needs of the resident.</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.</p> <p>These requirements are not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to answer call lights in a timely manner for 5 of 5 residents (R1, R2, R3, R4, R5) reviewed for resident rights in the sample of 16. This failure resulted in R1 experiencing extreme anxiety and fear that she would not receive assistance if she had a mucous plug obstructing her tracheostomy which would cause death because call light is not answered timely.</p> <p>Findings include:</p> <p>1. R1's Minimum Data Set (MDS), dated 3/19/2021, documents R1 is cognitively intact, is on a ventilator or respirator, requires extensive</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>assist of one for bed mobility and personal hygiene, is totally dependent for bathing, always incontinent of bowel and bladder, and does not walk.</p> <p>R1's Physician orders, dated 3/12/2021, document to perform tracheostomy care twice daily.</p> <p>R1's Care Plan, dated 3/12/2021, documents medical diagnoses to include Acute respiratory failure, unspecified whether with hypoxia or hypercapnia. Interventions include keep call light in reach at all times.</p> <p>R1's care plan for ventilator/respirator, dated 03/12/2021, documents the goal to use ventilator without complications. Interventions include, monitor status of ventilator.</p> <p>On 4/9/2021 at 9:33 AM, R1 stated, "I am afraid. They do not answer the call lights at night or look in on me. When they do come, they are very hateful and I have told V2 (Director of Nurses, DON), but she doesn't always have time to look in on me. I was a nurse and I know that I could have a plug and I am afraid. Will you please talk to someone and see if you can get something done? I have talked to (V2) and I know she is busy, but I really would like you to do something I am so afraid." R1 also stated this has been an issue since she was admitted 3/12/2021 and has talked to the DON multiple times about it with no resolution.</p> <p>2. On 4/9/2021, R3 turned on the call light at 9:54 AM and it was not answered until 10:11 AM, 17 minutes later.</p> <p>R3's MDS, dated 2/1/2021, documents, R3 is cognitively intact, is on a ventilator or respirator,</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>requires extensive assist of 2 for bed mobility, extensive assist of one for personal hygiene, is totally dependent for bathing, has a urinary catheter, is occasionally incontinent of bowel, and does not walk.</p> <p>R3's Care plan, dated 3/3/2021, documents the interventions to include remind resident to call for assistance as needed.</p> <p>3. On 4/9/2021, R4 turned on the call light at 9:50 AM and it was not answered until 10:13 AM, 23 minutes later.</p> <p>R4's MDS, dated 3/19/2021, documents, R3 has moderate cognitive impairment, is on a ventilator or respirator, requires extensive assist of 2 for bed mobility, extensive assist of one for personal hygiene, is totally dependent for bathing, has a urinary catheter, is always incontinent of bowel, has impairment of both upper extremities, and does not walk.</p> <p>R4's Care Plan, dated 3/15/2021, documents interventions to include keep call light in reach at all times.</p> <p>4. On 4/8/2021 at 6:00 PM, V8, R2's sister, stated, "They do not answer the call lights at the facility for my brother. He would call me and say that he had his call light on for an hour and I would call the facility and tell them to answer his call light. They did not check on him like they should. They did not check on him when he went to the hospital."</p> <p>R2's MDS, dated 2/19/2021, documents, R2 is cognitively intact, is on a ventilator or respirator, requires extensive assist of 2 for bed mobility, totally dependent for personal hygiene and</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>bathing, is always incontinent of bowel and bladder, and does not walk.</p> <p>5. On 4/9/2021 at 9:25 AM, V3, Respiratory Care, stated that the residents who are interviewable will tell you if the call lights are answered in a timely manner. V3 was standing outside in the hall when R5 was asked if the call light was answered timely. R5 replied, "No, they are not." V3 then stated, "You see what I mean?"</p> <p>R5's MDS, dated 1/5/2021, documents, R5 is cognitively intact, is on a ventilator or respirator, requires extensive assist of 1 for bed mobility and personal hygiene, is occasionally incontinent of bowel and bladder, has impairment of both upper extremities, and does not walk.</p> <p>R5's Care Plan, dated 7/3/2020, documents interventions to include keep call light in reach at all times.</p> <p>On 4/9/2021 at 10:45 AM, V2, DON, stated, "I expected the call light to be answered by the closest person to the room within minutes." V2 also stated that it is unacceptable for someone to wait 15 minutes for a call light to be answered.</p> <p>The Resident Grievance log for February 2021 documents complaints of call lights not being answered.</p> <p>The facility's Answering the Call Light policy and procedure, dated 7/2014, documents, "The purpose of this procedure is to respond to the resident's requests and needs." It continues under General Guidelines, "8. Answer the resident's call as soon as possible."</p> <p style="text-align: center;">(B)</p>	S9999		

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