

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003008	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/19/2021
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NAME OF PROVIDER OR SUPPLIER GROVE OF BERWYN, THE	STREET ADDRESS, CITY, STATE, ZIP CODE 3601 SOUTH HARLEM AVENUE BERWYN, IL 60402
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S 000	Initial Comments Complaint Investigation: 219914/IL141148	S 000		
S9999	Final Observations Statement of Licensure Violations 300.1210b) 300.3240)a 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. Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) The Requirements were not met as evidenced by: Based on observation, interview and record review, the facility failed to treat and provide care in a respectful and dignified manner for 2 of 4 residents (R1, R2) sampled residents. This failure resulted in R1 and R2 from being subjected to a facility staff member (V4)who demeaned the residents causing psychosocial harm to the residents.	S9999	Attachment A Statement of Licensure Violations	

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>Findings include:</p> <p>1. Facility face sheet dated 12/18/21 show R1 as an alert and orient 53 year old resident with diagnoses listed in part (but not limited to) congestive heart failure, diabetes, and pressure sores.</p> <p>On 12/18/21 at 10 AM, R1 was observed in bed dressed in a hospital gown and stated to surveyor, " I called about what happened to me about 2 weeks ago. the assistant administrator (V2) knows about it because I told him the following day. When I came back from a doctor's appointment, it was after 5 PM, I sat in my wheelchair for several hours waiting in my room and I was in pain because I was sitting so long. I asked this C.N.A.(certified nurses aide) (V4) who I never saw before because she is from an agency to put me back in bed. She had a nasty attitude and she said I was needy or something like that. I could not believe she spoke to me that way and it offended me She kept talking back to me and said in a nasty tone, "What do you want? I told her I just wanted to be put back to bed and she goes off and has this nasty attitude and then walks out so I sat longer in the chair. I was afraid to call her back because she had such a nasty attitude. When she eventually came back several hours later, She's got this angry tone again towards me like she hates what she's doing. It made me feel helpless (R1 becomes teary-eyed) and I don't want to be in the situation that I'm in but it made me more depressed and I got afraid that no one was going to come help me. When she came back she continued to argue with me. She (V4) said "What do you want first to be put back to bed or to talk to the nurse?" It confused me because why can't I have both? Why did I</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>have to choose between one or the other? So she puts me back in the bed and I asked her if she could hang my coat and then she snaps back and says that it wasn't her job and do it myself."</p> <p>Surveyor asked R1 if she informed her nurse, R1 stated, "No I didn't tell the nurse because I didn't know who it was and like what this CNA. said to me, "Which do I want, to be put back to bed or talk to the nurse." She (V4) was just arguing with me, so I waited until the next day to tell administration. I even had to sleep in my street clothes because I was afraid she (V4) would come back and snap back at me again. I just didn't want her back so I didn't call for anyone else. She was the same way towards my roommate (R2)."</p> <p>Facility face sheet records dated 12/18/21 show R2 is an alert and oriented 68 year old with diagnoses listed in part (but not limited to): chronic obstructive pulmonary disease, heart failure and diabetes.</p> <p>2. On 12/18/21 at 10:15 AM surveyor turned to R1's roommate and asked about the incident in question, R2 stated, "Yes that C.N.A was pretty rude to me too. She didn't say anything directly to me but she said something she mumbled before she left the room but I still heard what she said and she was complaining about us was what she was saying. I heard her say we were difficult and needy and she wasn't very nice to my roommate (R1). She was just talking back at her and all she just wanted was to be put back in bed I saw it all happen and she (R1) can't do that herself. I don't know why these people work here when they don't want to work (referring to V4). Surveyor asked how V4 made her feel, R2 stated, "I was just upset that this place would allow someone</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>with such a nasty attitude like that to work here with us. Did she think we can't hear her say what she said so that upset me a lot and made me feel I didn't matter."</p> <p>On 12/18/21 at 11:30 AM, V2 (Assistant Administrator) stated upon interview, "There was one incident where there were several residents, one or two, who didn't like the attitude of a C.N.A. Those residents were (R1 and R2). (R1) said it happened the day after this agency C.N.A. worked. I didn't catch her (agency C.N.A.) name but she worked on the 3-11 PM shift. I spoke to the staffing scheduler (V11) and told her to keep her away from the facility or away from that unit because they didn't care for her. To my knowledge she didn't help them (R1, R2) again. I think she worked maybe one more time but I'm not sure. (R1) said when this C.N.A. came in to their room, she'd just roll her eyes and her posture was like her hands were just on her hips. I asked them what else and and that was pretty much it. I did not investigate it or report it to public health because I didn't think there was any abuse. There was never any concern or abuse that would suggest that. Surveyor asked if he probed further with the nurse that evening or any other residents who were assisted by this agency C.N.A., V2 stated, "No, I didn't interview or ask anyone else because there was nothing else they complained about. Surveyor asked if he didn't interview the nurse or any other residents regarding this agency c.n.a.'s care, how he determined there was no abuse, V2 stated, "I guess but I asked R1 and R2 several times if there was anything else and they didn't say anything."</p> <p>Surveyor asked whether this C.N.A. worked again, V2 stated, "I can't recall but maybe one other time but to my knowledge she (V4) worked</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>one more time on a different floor. I texted the scheduler and I told her that we have some concerns about agency C.N.A. last night. Surveyor asked if he spoke to (R2), V2 stated, "I spoke to her and she had issues about her (V4)'s attitude too."</p> <p>Surveyor asked if two residents complained about a staff's attitude whether he could have probed further, V2 stated, "I guess so but in the future that is what I will do." Surveyor asked who the nurse on duty was the night of the incident, V2 stated, "I don't remember who the nurse was either." Surveyor clarified whether he was the abuse prohibition coordinator, V2 answered, "Yes."</p> <p>On 12/18/21 at 11:45 AM V3 (director of nursing) stated upon interview, "I remember that the C.N.A..(certified nurses aide) was (V4) she is from the agency. She also had a nasty attitude towards me as well so I can only imagine how she was with the residents. Surveyor asked to describe what she meant by "nasty", V3 stated, "Just her attitude and the way she spoke to me. So I called the agency and had her on the "do not return" list. She (V4) also called the scheduler (V11) and asked why she was canceled for the following shift because she was supposed to work another floor. She may have worked 3 or 4 more times before but I have to confirm that with you. (V2-assistant administrator) never mentioned anything to me about any problems with her except that she had an attitude towards him too. I didn't hear anything about any problems with the residents she took care of though, he never told me that."</p> <p>(B)</p>	S9999			