

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000186	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/17/2021
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NAME OF PROVIDER OR SUPPLIER AMBASSADOR NURSING & REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 4900 NORTH BERNARD CHICAGO, IL 60625
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S 000	Initial Comments COMPLAINT INVESTIGATION 2188362/IL140160 2188873/IL140795 2189047/IL141016	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b)5) 300.1210c) 300.1210d)6) 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	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 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>5) All nursing personnel shall assist and encourage residents with ambulation and safe transfer activities as often as necessary in an effort to help them retain or maintain their highest practicable level of functioning.</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</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>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>These requirements are not met as evidenced by:</p> <p>Based on interview and record review the facility failed to safely transfer 1 of 4 (R9) residents in accordance with the residents' individualized care plan. This failure resulted in R9 suffering a traumatic Left lateral femoral condyle fracture.</p> <p>Findings Include:</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R9 has diagnosis not limited to Major Depressive Disorder, Insomnia, Anxiety Disorder, Reduced Mobility, Need for Assistance with Personal Care, History of Falling, Spinal Stenosis, Cervical Region, Osteoarthritis, Lack of Coordination, Unsteadiness on Feet, Cervical Disc Displacement, High Cervical Region and Muscle Weakness. R9's MDS (Minimum Data Set) BIMS (Brief Interview For Mental Status) score is 13 indicating intact cognitive response.</p> <p>On 12/15/21 at 11:55 AM V16 (Certified Nurse Assistant) stated "there was a time my coworker called me to help in room 314 with R9 and I went there to help to care for R9. V20 (Certified Nurse Assistant), V6 (Certified Nurse Assistant) and I (V16) went there to transfer R9 from the wheelchair to the bed. R9 was in the wheelchair and asked us to help her (R9) to bed because she (R9) could not sit there any longer. V20 (Certified Nurse Assistant) said to R9 hold onto my V16 neck. The bed was level, R9's feet did not rest on the floor, I lifted R9 and R9 held me on my neck. I was a little close to R9 then I turned and put R9 on the bed. There is a sign behind the bed of every resident that shows how to transfer the resident, but that sign was not there. V20 (Certified Nurse Assistant) was explaining to R9 how we can do the transfer and V6 (Certified Nurse Assistant) put R9's feet on the bed. When R9 sat on the bed that is when the assistance from V6 (Certified Nurse Assistant) and V20 (Certified Nurse Assistant) was available to me. The facility policy is to put how to transfer the resident behind every bed. The other place to find the transfer information is in the care plan. The next day I was called and told not to come to work. V20 (Certified Nurse Assistant) and I were suspended. I was not aware R9's leg was</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>fractured. They told me the complaint from R9 was R9 said her (R9) leg was broken. I received the transfer of the resident in-service."</p> <p>On 12/15/21 at 12:43 PM R9 stated, "V6 (Certified Nurse Assistant), V20 (Certified Nurse Assistant) and V16 (Certified Nurse Assistant) came to transfer me to the bed. V16 (Certified Nurse Assistant) was not my (Certified Nurse Assistant). V20 (Certified Nurse Assistant) had V16 (Certified Nurse Assistant) come in here and said if I (R9) don't let V16 (Certified Nurse Assistant) pick me (R9) up you (R9) are not going to get out of the chair. V20 said V16 (Certified Nurse Assistant) is going to pick you (R9) up and V16 (Certified Nurse Assistant) has been doing this a long time. When I (R9) let V16 (Certified Nurse Assistant) pick me up out of the wheelchair my legs did not clear the bed and my left leg twisted. My knee went back and started swelling. It was painful and I said you are hurting my knee. V16 (Certified Nurse Assistant) was transferring me (R9) by himself without a gait belt. The other Certified Nurse Assistants were not trying to help V16 and V16 could have dropped me. I have a fear of people messing with me now. I went to the hospital on 05/20/21 and was told my left knee was fractured. They have been putting a pain patch on my knee."</p> <p>On 12/16/21 at 8:58 AM V21 (Restorative Director) stated "R9 was a two person assist where R9 could stand and pivot. R9 has never been less than a 2 person assist with transfers. R9 was assessed as a two person assist because R9 was weak and R9's balance was unsteady. If a person is assessed as a two person assist and is not transferred as a two person assist there is a possibility for a fall or possible injury."</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>On 12/16/21 at 09:14 AM V22 (Rehab Aide) stated, "R9 could stand on the right leg. On 05/17/21 when the therapist and I transferred R9 from the bed to the wheelchair R9 did not have any complaints of pain. R9 was a two person transfer."</p> <p>On 12/16/21 at 09:26 AM V23 (Physical Therapy Assistant) stated, "when I saw R9, R9 assist was to stand with minimum to moderate assist for sit to stand and transfers. R9 could do partial weight bearing. I told R9 don't use the left lower extremity to pivot because R9 was having a little pain in the ankle. R9 was a two person assist for transfers. If R9 is a two person assist for transfers and is not transferred with a two person assist R9 might fall, or both the resident and staff can get injured."</p> <p>On 12/16/21 at 10:10 AM V2 (Director of Nursing) stated R9 went to the emergency room on 05/20/21 and came right back. The pain to R9 left knee was new for R9. R9 has issues with bones and osteoarthritis. Based on review of the admitting diagnosis R9 did not have a fracture when admitted. The day of the incident I asked the staff if when R9 was taken to therapy was R9 having any pain. According to what the staff said R9 did not complain of any pain to her (R9) knee. After R9 was transferred from the wheelchair to the bed R9 started complaining of pain to her (R9) left knee. Something probably happened during the transfer from the wheelchair to the bed. If a resident is a two person assist for transfers and is not transferred with two assist there is a potential for a fall or injury."</p> <p>On 12/16/21 at 10:58 AM V21 (Restorative Director) stated, "the initial care plan indicate R9</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>required assistance for transfers and mobility. R9 was a two person stand and pivot."</p> <p>On 12/16/21 at 11:50 AM V24 (Licensed Practical Nurse) stated, "what R9 would say was V16 (Certified Nurse Assistant) broke her (R9) left knee in the process of transfer R9 from the wheelchair to the bed. R9 had no complaints of pain to the left knee prior to R9 saying V16 (Certified Nurse Assistant) broke her (R9) knee."</p> <p>On 12/16/21 at 12:02 PM V20 (Certified Nurse Assistant) stated, "we explained how we were going to transfer R9. We lifted R9 legs up on bed. V6 (Certified Nurse Assistant) was on the other side of the bed to pull R9 over. R9 was requesting to get in the bed because she (R9) said she (R9) had been sitting up for over 2 hours."</p> <p>On 12/16/21 at 12:19 PM V29 (Physical Therapist) stated, "R9 is dependent with a two person assist for transfers to kind of like carry R9 with more than 90% help to transfer. If R9 is not transferred with a two person assist R9 could potentially fall or be injured. The two person transfer lessens the risk for a fall or injury."</p> <p>On 12/16/21 at 12:26 PM V25 (Licensed Practical Nurse) stated, "R9 complained of having pain to the left knee and R9 went for x-rays and to the hospital."</p> <p>On 12/16/21 at 12:55 PM V6 (Certified Nurse Assistant) stated, "R9 was my resident on 05/17/21. When I came in R9 said she (R9) wanted to go to bed. R9 is a two assist for transfers. R9 started telling me that V16 (Certified Nurse Assistant) broke her (R9) leg. V16 (Certified Nurse Assistant) lifted R9 out of the</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>wheelchair. V16 (Certified Nurse Assistant) put his arms under R9 arms, counted 1-2-3, transferred R9 to the bed then we assisted with positioning R9 in the bed."</p> <p>On 12/16/21 at 01:07 PM V28 (Nurse Practitioner) stated, "the facility said R9 was complaining of pain to the left lower extremity. There are a lot of factors but the short answer, technically the Certified Nurse Assistant should have their gait belt on. There is a potential for a fall or injury depending on how the transfer was done. If R9's leg gets twisted there is a potential for injury."</p> <p>On 12/16/21 at 01:23 PM surveyor spoke with receptionist at V35 (Attending Physician) office. Receptionist stated V35 was in a meeting. Contact information left with no return call.</p> <p>MDS (Minimum Data Set) Section G - Functional Status document in part B. Transfer 3. Extensive Assistance, 3. Two + person physical assist. E. Surface-to-Surface transfer (transfer between bed and chair or wheelchair) 2. Not steady, only able to stabilize with staff assist.</p> <p>Transfer and Bed Mobility/Limited Lift review dated 02/10/21 document R9 Transfer Ability: Extensive assistance, 2+ person Physical Assist.</p> <p>Fall Risk Care Plan initiated 02/17/21 document's in part resident is at risk for fall r/t (Related to) requires ADL (Activities of Daily Living) assistance for transfer and mobility. Assist with bathing, dressing and transfers.</p> <p>Transfer Needs Care plan dated 02/17/21 document's in part Total Dependence (Full staff support) 2 person assist.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>Transfer Needs Care plan updated 03/30/21 document's in part Extensive Assist High (more than 25% weight bearing assistance) 2 = can be used for stand/pivot. 2 person assist.</p> <p>Interdisciplinary Plan of Care document's in part R9 is at risk for compression fractures r/t (Related to) Osteoporosis. Maintain good support during transfers. R9 is at risk for painful joints, brittle bones and limited mobility, flexion and contracture r/t (related to) osteoarthritis.</p> <p>SNF/NF (Skilled Nursing Facility/Nursing Facility) to Hospital Transfer Form dated 05/20/21 document in part Pain Location Left knee. Transfers Totally Dependent, High Fall Risk.</p> <p>SBAR (Situation, Background, Assessment and Recommendation) Communication Form and Progress Note dated 05/20/21 document's in part 2. Functional Status Evaluation (compared to baseline; decreased mobility. Appearance: Crying for pain on L (left) Knee, 10/10 10 being the most painful. L (Left) knee swollen and warm to touch. Request to be sent to the hospital.</p> <p>Hospital record dated 05/20/21 document's you injured your left leg when moving from your wheelchair to your bed. Injury: Left lateral femoral condyle fracture. Diagnoses Left Foot Pain, Left Knee Pain, unspecified Chronicity, Left ankle pain, unspecified Chronicity and Acute Pain to Left Knee. Imaging Tests: MRI (Magnetic Resonance Imaging) of Knee and X-ray of Knee. Chief Complaints: Leg Pain (Left), Lower Extremity Edema (Left). Left Lower Extremity Swelling: Knee, Tenderness: Knee; Ankle. History of Present Illness OA (Osteoarthritis), poor mobility who presents w (with)/left knee</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>swelling/pain, Left ankle pain.</p> <p>In Service dated 05/31/21 Tilted "Resident Rights" and How to Transfer a Resident with R16 and R20 in attendance.</p> <p>Policy:</p> <p>Titled "Policy and Procedure Mechanical Lift Transfer (Full Size/Hoyer Type Lift)" undated document in part Purpose: To assure that all residents that are assessed to require extensive assistance high (with minimal to no ability to bear weight of bilateral lower extremities) and/or total assistance in transfer are transferred safely with no injury to resident or care handler.</p> <p>Titled "Incidents/Accidents/Falls" undated document in part Policy: The facility will ensure that incidents and accidents that occur involving residents are identified, reported, investigated and resolved. Procedure: If a resident is involved in an incident/accident an immediate assessment of the resident will be completed by a nurse.</p> <p>Titled "Resident Handling Policy "Limited Lift" signed 05/24/21 by V16 document in part Gait belt usage is mandatory for all resident handling.</p> <p>(B)</p>	S9999		