

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003255	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/19/2022
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NAME OF PROVIDER OR SUPPLIER HELIA SOUTHBELT HEALTHCARE	STREET ADDRESS, CITY, STATE, ZIP CODE 101 SOUTH BELT WEST BELLEVILLE, IL 62220
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S 000	Initial Comments Complaint Investigation 2246431/IL150121	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)1) 300.1610a)1) 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	S9999	<p>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>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>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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>Section 300.1610 Medication Policies and Procedures</p> <p>a) Development of Medication Policies</p> <p>1) Every facility shall adopt written policies and procedures for properly and promptly obtaining, dispensing, administering, returning, and disposing of drugs and medications. These policies and procedures shall be consistent with the Act and this Part and shall be followed by the facility. These policies and procedures shall be in compliance with all applicable federal, State and local laws.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview and record review the Facility failed to follow physician's orders for 1 of 3 residents (R2) reviewed for pharmacy services in the sample of 15. This failure resulted in R2 having increased urinary incontinent episodes and feelings of embarrassment.</p> <p>Findings include:</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R2's Physician Order Sheet (POS) dated August 2022 documents a diagnosis of overactive bladder. R2's POS documents on order for Oxybutynin chloride tablet extended release 24 hours 10 milligrams (mg), once a day for an overactive bladder AM Daily 8:00 AM - 10:00 AM. (7/13/2022 start date, stop date open ended). R2's POS also documents an order for Oxycodone-acetaminophen - Schedule II tablet 5-325 mg: a tablet by mouth, Special instructions: Double check dose strength before administration. Three times a day 4:00 AM, 10:00 AM, 10:00 PM. (start date 11/3/2021, end date open ended.) Oxycodone-acetaminophen - Schedule II tablet 7.5-325 mg: a tablet by mouth, Special instructions: Double check dose strength. Once a day PM daily 4:00 PM. (start dated 11/3/2021, end dated open ended) and an order for Trazodone tablet 50 mg. amount 50 mg; amount 25 mg by mouth at bedtime 9:00 PM. (start dated 1/21/2022, end date open ended).</p> <p>R2's Minimum Data Set (MDS), dated 6/10/2022, documents R2 was cognitively intact.</p> <p>R2's Care Plan with a problem start date pf 12/30/2019 documents, "Category: Urinary Incontinence: (R2) has urinary Incontinence. Approach: Administer medication per Medical Doctor Order. Monitor for improvement in continence."</p> <p>On 8/18/2022 at 11:03 AM, R2 stated, ""I have not had all my oxybutynin chloride medication and pain medication. I was supposed to get 10 milligrams (mg) of the oxybutynin chloride this morning and I did not get it. Now, I know the state was in the building and you would think that maybe that would motivate them to get my</p>	S9999		

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S9999	Continued From page 3 medication. I do not understand this at all. I have an overactive bladder and the medication helps me. I notice that when I do not get my medicine, I have more accidents. I have been running out of medications for the last three months off and on. I tell staff but nothing changes. I talked with V2 (Director of Nursing/DON)) and she said she would look into it, but I am still having issues with my medication. I am thankful it is a pill that if I miss, I will not die. Because, then I would really be in trouble. I do not think it is right that they are not making sure I get the medicine I need. They do not have enough staff here and because of my medication I have more accidents and I have been left sitting in urine for hours at a time. It happened again two nights ago. I put my call light on and waited for over an hour finally one of those student nursing assistants came into my room and I asked her if she could put me on the bed pan and she said she was helping down the hall because (R14) had fallen. Now, I am a reasonable woman so if (R14) fell I understand that is priority. But then she left and never came back or told anybody that I needed to go to the bathroom. I waited so long that the next shift finally helped me and cleaned me up. It was not a good day for me. I was cold and sitting in urine for hours. I do not understand this at all. I have an overactive bladder and the medication helps me. I notice that when I do not get my medicine, I have more accidents and I get embarrassed. Nobody wants to wet their pants. I have been running out of medications for the last three months off and on. I tell staff but nothing changes. I talked with V2 (DON) and V9 (Ombudsman) she said she would look into it, but I am still having issues with my medication. I am thankful it is a pill that if I miss, I will not die. Because, then I would really be in trouble. I do not think it is right that they are not making sure I	S9999		
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S9999	<p>Continued From page 4</p> <p>get the medicine I need. I have talked with V9 about it as well. It is like they don't care if I pee myself when this medicine helps me not to have accidents. Plus, I really don't want to get a urinary tract infection either."</p> <p>R2's Medication Administration Record (MAR) dated 8/1/2022 to 8/17/2022 document R2 did not receive her Oxybutynin chloride tablet extended release 24 hours 10 milligrams (mg) tablet on 8/13/2022, 8/15/2022, 8/16/2022 and 8/17/2022 at 10:00 AM.</p> <p>R2's MAR dated 7/1/2022 to 7/31/2022 document R2 did not receive her tolterodine capsule, extended release 24 hours, 4 mg tablet for her overactive bladder on 7/5/2022, 7/8/2022, 7/10/2022, 7/11/2022, 7/12/2022 and 7/13/2022 at 10:00 AM.</p> <p>R2's MAR dated 7/1/2022 to 7/31/2022 document R2 did not receive her trazadone 50 mg tablet on 7/8/2022, 7/9/2022, 7/10/2022 and 7/31/2022 at 9:00 PM.</p> <p>R2's Progress Notes dated 5/11/2022 at 2:23 PM, "Resident voiced complaining of her narcotics running out and not being filled. I notified (MD) Medical Doctor on 5/10 of new order needed. MD stated she will write it and bring on 5/11. Resident ran out of oxy 5.325 last night, resident stated pain at a 7. Got RX (prescription) from MD faxed to pharmacy, I called the pharmacy to have them Erun the medication. Received at 12:05 PM, gave to resident. Resident pain is decreasing. MD added new order for cranberry tab daily, resident aware. Will continue to monitor."</p> <p>R2's Progress Notes does not address any of her missed medication in July and or August of 2022.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>On 8/18/2022 at 10:49 AM, V6 (Licensed Practical Nurse/LPN) stated, "I am an agency nurse. When I went to pass out medications today R2 did not have all of our medications in the cart. I was not able to give her all of her medications because the medications were not in the medication cart. I am not sure if it was ordered, when it was ordered. I do know and could not say. I did not give the medication because it was not in the cart."</p> <p>On 8/18/2022 at 11:29 AM, V7 (Pharmacist) stated, "We sent the Oxybutynin chloride tablet extended release 24 hours 10 milligrams (mg) on 8/16/2022. I am reviewing my records and I see that we received the order, filled the order and sent the medication to the facility. Once the medication leaves the facility it should be at the facility, and I never received any phone calls telling me they were missing any medication for R2. I am not sure why R2 did not get her medications. My records show that the medication was sent. This medication is for an overactive bladder and if she does not get this medication, it could keep her from having urinary accidents, give her headaches, and fatigue if it was abruptly stopped. The tolterodine medication was a once-a-month supply and it was sent to the facility on 7/5/2022. Again, it is similar to the other medication as far as if she would not get it, she could have urinary incontinent episodes, headaches and fatigue. I am showing the tramadol was sent to the facility as well. Whatever is happening with R2's medication, it is not from the pharmacy side."</p> <p>On 8/18/2022 at 1:09 PM, V2 (DON) stated, "I am not sure why R2 has not been getting her medication. I had them get her medicine today</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>from the Emergency kit. The pharmacy said they sent the medication on 8/16/2022 but we have not been able to locate it. I was not aware there were any issues with R2's medication before today. I know there were some issues with her insurance."</p> <p>On 8/18/2022 at 1:44 PM, V9 (Ombudsman) stated, "I have talked with V1 (Administrator), V2 (DON) and on several occasions regarding (R2's) medications not being available for her. This has been going on for several months. They tell me they will look into and/or there are insurance issues, but it still keeps happening every month. They say they will look into it but then it continues to happen. R2 is concerned because without the medicine she has accidents, and the medicine helps her to avoid accidents. It upsets her when she has accidents and this medicine helps her but the facility is always running out of her medicine and not making sure it is available for her. This has been going on for at least three months."</p> <p>On 8/18/2022 at 2:35 PM, V3 (Nurse Manager) stated, "I know R2 had some issues with her trazadone because of insurance issues but we took care of that quite quickly. I called pharmacy today and they told me they sent out R2's medication on 8/16/2022. I looked at the packet and somebody signed for the medication, but I can't find the medication. I know it is important to R2 and the medicine helps her with her incontinence. We just can't find the medication and the oxybutynin is missing. I don't know what happened to it. I know I have been taking it out of the E Kit, but we no longer have the Oxybutynin in our E kit now. We are looking into it."</p> <p>On 8/18/2022 at 3:07 PM, V2 stated, "I do not</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>have any other policy regarding medication administration and or what staff should do if the medication is not available."</p> <p>The General Dose Preparation and Medication Administration Policy dated 12/7/2007 documents, "This Policy 6.0 sets forth the procedures relating to general dose preparation and medication administration. Facility staff should also refer to facility policy regarding medication administration and should comply with applicable law and the State Operations Manual when administering medication."</p> <p>The Administration Medication Policy with a revision date of December 2012 documents, "Medications shall be administrated in a safe and timely manner, and as prescribed. Medications must be administrated in accordance with the orders, including any required time frame. Medication must be administered within one hour of the prescribed times, unless otherwise specified."</p> <p>(B)</p>	S9999		