

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006548	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/27/2022
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NAME OF PROVIDER OR SUPPLIER HELIA HEALTHCARE OF NEWTON	STREET ADDRESS, CITY, STATE, ZIP CODE 300 S SCOTT STREET NEWTON, IL 62448
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S 000	Initial Comments Complaint Investigation: 2253162/IL146100	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.1210b) 300.1210d)6 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. 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: 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. These Requirements were NOT MET as evidenced by: Based on interview and record review, the facility	S9999	Attachment A Statement of Licensure Violations	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>failed to timely notify the physician of signs and symptoms indicative of an injury/hip fracture, and to immediately obtain orders for an x-ray for one (R2) of three residents reviewed for quality of care in the sample of three. This failure resulted in R2 experiencing a delay in medical treatment including surgical intervention for a right hip fracture for at least three days or more from the time symptoms were noted.</p> <p>Findings include:</p> <p>On 4/22/22 at 10:20 am, V2 (Hospital Social Worker) stated the facility sent R2 to the emergency room (ER) on the evening of 04/19/22. V2 stated the facility staff stated that R2 fell on 03/31/22 and was experiencing hip pain and swelling of the right leg. V2 stated the facility staff said they did not send R2 to the ER sooner because R2 had not previously complained of pain. V2 stated an x-ray done in the ER showed that R2 had sustained a broken right hip. V2 expressed concern regarding the length of time between the fall and the facility sending R2 to the ER for evaluation and treatment.</p> <p>R2's Diagnosis List documented diagnoses including Vascular Dementia without Behavior Disturbance, Chronic Obstructive Pulmonary Disease, Cognitive Communication Deficit, Atrial Fibrillation, and Muscle Weakness.</p> <p>R2's Care Plan with a review date of 01/26/22 documented, "(R2) has a history of falls, with the last one being 03/31/22."</p> <p>R2's 02/07/22 Minimum Data Set (MDS) documented a Brief Interview for Mental Status (BIMS) score of 7, indicating R2 has severe deficits in cognitive functioning. This BIMS</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>indicated R2 was alert, could repeat three words without difficulty, could repeat one of them without prompting after five minutes, and could state the current month, The same MDS indicated R2 displayed clear speech, usually understood others, and was usually understood by others. The MDS also indicated R2 ambulated with the assistance of one staff member and had no difficulty with range of motion to the upper or lower extremities.</p> <p>R2's 04/06/22 Fall Risk Assessment documented a score of 20, indicating R2 is at risk of falls due to being disoriented to person, place, and time at all times, and a history of three or more falls in the past three months.</p> <p>A Fall Investigation dated 03/28/22 documented, "Resident was in bed and tried to transfer herself to her chair. Resident fell and hit right side of face...Resident complains of right sided leg, rib, and head pain. Resident is on blood thinners and was sent out to ER for further evaluation and treatment. Doctor and family aware." A 03/28/22 ER History and Physical stated, " (Hip) X-ray showed no acute fracture."</p> <p>R2's 03/31/22 Fall Investigation, completed by V8 (Registered Nurse/RN) documented, "...Resident on floor in hallway. Resident denies any pain or injury. Resident taken to hospital-no. Resident assessed, small skin tear to right elbow noted. Predisposing situation factors: Ambulating without assistance, (and) not using wheelchair."</p> <p>On 04/22/22 at 10:50am, V3 (Family Member of R2) stated she is a nurse. V3 said R2 has a history of falls, mostly due to self-transfer and lack of recognition of safety issues due to</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>advanced Dementia. V3 stated R2's most recent fall was on 03/31/22. V3 stated R2 had chronic back pain due to spinal curvature. V3 stated staff gave R2 prn (as needed) pain medication when she complained of pain and it was effective. V3 stated beginning 04/02/22, she and V6 (Family Member) began observing that R2 would grab her right hip and yell out in pain. V3 stated she and V6 asked various staff numerous times to call V5 (R2's Physician/Facility Medical Director) and get an order to x-ray R2's right hip. V3 stated staff always said R2 did not need an x-ray, and they were monitoring R2 and keeping V5 informed of her condition. V3 stated she cannot recall which staff they asked about the x-ray, because the facility has several agency staff working there now. V3 stated when she visited R2 on 4/16/22, R2 was soiled, so V3 removed R2's clothing to change her, and V3 saw that R2's right leg was swollen from the thigh down, R2's right hip was bruised, and R2's right foot was externally rotated. V3 stated she informed V9 (Licensed Practical Nurse/LPN) and V9 examined R2. V3 stated V9 said she would contact V5 about getting an x-ray but it probably wouldn't be x-rayed that day as it was a holiday weekend and V9 didn't think the contracted portable x-ray provider was available. V3 said she heard nothing further until 4/19/22, when she was notified by V6 that R2 had been sent to the ER.</p> <p>On 4/22/22 at 11:40am V4 (Certified Nursing Assistant/CNA), stated that after R2 fell on 3/31/22, V4 did not recall seeing a bruise on her right hip, nor range of motion abnormalities, swelling, or external rotation. V4 stated she did recall that R2 would complain of right leg pain at times but R2 also would at times complain about pain all over and couldn't really tell you what was wrong due to her Dementia. V4 stated she</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>believed nursing staff were giving R2 prn pain medications.</p> <p>On 4/22/22 at 11:45am, V6 (Family Member) stated when she visited R2 on 4/2/22, R2 seemed to be in pain, grabbing her right hip and saying her leg hurt. V6 stated on that date (4/2/22) she saw R2's right leg out of her clothing and noticed a bruise on the right hip, but V6 did not notice if there was any swelling or external rotation at that time. V6 stated R2 seemed to be less able to move the right leg like usual. V6 stated on 4/2/22 she started asking the nurses to get the right leg x-rayed, and staff would always say they would "Check with (V5) and let us know." V6 stated "They just kept saying that anytime we asked." V6 stated she didn't know which staff she talked to as the facility has a lot of agency staff working at present. V6 stated when R2 was in pain, nursing staff would give her a pain pill, and R2 was also getting a scheduled pain pill. V6 stated everything came to a head when V3 (Family Member) visited on 4/16/22, and V3 told V6 that R2's right leg was swollen. V6 stated V3 said she had the nurse come in and look at it, and the nurse said they would get it x-rayed. V6 stated she never heard any more about it until the evening of 4/19/22, when the facility called and said they were sending R2 to the ER because the right hip was fractured.</p> <p>On 4/22/22 at 1:00pm, V7 (RN) stated her first day at the facility was on 04/07/22. V7 stated she had very little interaction with R2. V7 stated she did not recall doing any physical assessments on R2. V7 stated she didn't recall hearing anything from the CNA's or in report about R2's right hip. V7 stated she didn't think R2 ever complained of pain or needed PRN (as needed) pain medication. V7 stated when she worked on</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>04/19/22, she recalls seeing a faxed x-ray result which documented that R2 had a fracture of the right femur. V7 stated she immediately notified V6 (Family) and V5 (Physician), and V5 ordered R2 to be sent to ER. V7 stated she called the ambulance immediately and R2 was sent to the ER.</p> <p>On 04/22/22 at 1:10pm, V8 (RN) stated she was on duty when R2 fell on 3/31/22. V8 stated she immediately assessed R2's vital signs and did a head-to-toe physical evaluation and a neurological check, and there were no findings of physical injuries, except a small skin tear to right elbow. V8 stated V5 (Physician) was in the facility rounding at that time, so he also assessed R2, and gave no new treatment orders. V8 stated in the days that followed, R2 exhibited no issues with the right leg or hip. V8 stated she recalled R2 had her usual complaints of back pain, but no complaints of hip/leg pain. V8 stated R2's family approached her one time, of which she does not remember the date, and asked V8 if she felt R2's hip needed an x-ray. V8 stated she assessed R2's right hip, and there were no bruises, swelling, external rotation, pain, or shortening of the leg, so she didn't contact V5. V8 stated she does not recall if she documented this assessment. V8 stated this was the only formal assessment she did for R2 in April 2022, but she remembered helping the CNA's dress R2 one morning, and R2 didn't have any bruises, swelling, external rotation, or shortening. V8 stated R2's range of motion was the same as it always was, and at times R2, as usual would stand up unassisted while seated in her wheelchair and would require redirection. V8 stated she came in to work at 6:00am on 4/19/22 and there was a 4/18/22 order on the desk for R2 to get an x-ray of the right hip. V8 stated she</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>called the facility's contracted portable x-ray provider. V8 stated their staff came out within a couple of hours, and she recalls it was before lunch. V8 stated the results had not come in when she left at 2:00pm that day.</p> <p>A fax communication from V5's office, dated 04/18/22, documented an order for R2 to receive a right hip/pelvis and right femur x-ray. An illegible signature and "Done, 04/19/22" were handwritten in the lower right corner.</p> <p>A 04/19/22 Right Radiological Examination, Femur, for R2 documented, "Question Femoral Neck Fracture."</p> <p>On 4/22/22 at 1:45pm, V5 (Physician) stated R2 fell on 03/31/22 while he was rounding at the facility. V5 stated he assessed R2, and noted R2's face was bruised, but there were no injuries to the right hip or leg. V5 stated nobody from the facility contacted him about R2 until V9 (LPN) called his office on 4/18/22 at 11:44am saying the right leg was swollen, and V5 stated he then ordered an x-ray of the right hip. V5 stated his next contact with the facility was on 4/19/22 when V7 called and stated the x-ray showed a right hip fracture, and V5 ordered R2 to be sent to ER. V5 stated R2 subsequently required surgery to repair the hip. V5 stated he was unaware the leg had been swollen and R2 had been complaining of pain on 04/16/22. V5 stated he would have ordered an x-ray immediately. V5 further stated when he ordered the x-ray on 04/18/22, it should have been done stat (immediately), and if the portable x-ray provider was unavailable, staff should have called him for an order for R2 to be sent to the ER. V5 additionally stated that if staff had notified him on 04/02/22 of the family's request for an x-ray because of R2's complaints</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>of hip pain, he would have ordered the x-ray immediately. V5 stated he is available by phone 24 hours a day for his patients and the facility knows how to contact him. V5 stated the facility's lack of action meant that R2 went without intervention for the hip fracture for three extra days. V5 stated complications from the untreated fracture could have included bleeding into the fracture with resulting anemia, since R2 is taking Carrel stated other complications could include a blood clot from the fracture, and the development of a pressure ulcer from the lack of normal mobility. V5 stated he doubted it took from 03/31/22 until 04/16/22 for R2 to develop leg swelling and external rotation of the leg. V5 stated he expected staff to do a physical assessment of R2 at least daily for several days after the fall in case new symptoms developed or something was missed during the initial assessment. V5 stated he doubted nursing staff were adequately assessing R2 in the days after the fall.</p> <p>A 04/19/22 ED (Emergency Department) Hospital Admission Evaluation documented, "History of Present Illness: (R2) is an 88-year-old female presenting via EMS (Emergency Medical Services) from the nursing home for evaluation after a fall. (R2) was complaining of more right hip pain today so they did (an) x-ray which showed right hip fracture so (they) sent patient to ED... Assessment and Plan: Closed right hip fracture. Patient is admitted to (hospital)...Orthopedic surgery will be consulted regarding her care...She will be given morphine for pain every 4 hours as needed."</p> <p>On 4/22/22 at 2:15pm, V9 (LPN) stated that on 4/16/22, V3 (Family) asked her to assess R2's right leg, which was swollen and painful. V9 stated she does not recall if it was bruised. V9</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>stated that V3 said she, V6 (Family), and V11 (R2's Power of Attorney), did not want R2 sent to the emergency room. V9 stated she told V3 she did not think the portable x-ray provider would come out on a holiday weekend. V9 stated she did not try to contact the x-ray provider. V9 stated she did fax V5's office about R2's status, but then realized as it was the weekend, his office would be closed. V9 stated she did not call V5. V9 stated she told the oncoming nurse, V10 (RN) about the hip, and that R2 would need to be monitored. When asked, in her professional opinion, R2 should have been sent to the ER on 04/16/22, or if she should have contacted V5, V9 stated she is agency staff and is not very familiar with R2, so she couldn't say for sure. V9 stated she did not recall ever performing a physical assessment for R2 except for 04/16/22. V9 stated she did not recall discussing R2 with any of R2's family prior to 4/16/22.</p> <p>On 4/22/22 at 1:35pm, V3 (Family) stated she told V9 (LPN) that it is always difficult for R2 to go to the ER because she gets upset and confused due to her Dementia, and V3 felt it was preferable if R2 didn't have to go but did not state that the family didn't want R2 to go out. V3 stated she had assumed V9 called V5 (Physician). V3 stated V9 did not say one way or other if she thought R2 should be sent out.</p> <p>On 4/22/22 at 2:45pm, V10 (RN) stated when she came on duty on 4/16/22, V9 stated V3 did not want R2 sent to the ER. V10 stated that V9 stated she called V5, and that R2 was to be monitored, and there was no order for an x-ray. V10 stated she did not talk to any of R2's family. V10 stated she did not contact V5 as she believed V9 already had. V10 stated she did not recall any of the family ever asking for R2 to get an x-ray. V10</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>stated she recalled working with R2 on 04/16/22 and 04/17/22, and R2 was her usual self, she fed herself with a good appetite, and had no complaints of pain that V10 recalled. V10 stated she thought she had done a physical assessment on R2 on both days but was not sure if she had documented it. V10 stated she did not contact V5 about R2. V10 stated she recalled observing CNA staff roll R2 from side to side when they changed her, and she did not appear to be in pain. V10 stated she did not recall seeing any bruises, and the right leg did not look swollen.</p> <p>On 04/26/22 at 2:35pm, V12, RN, stated there are times on occasion when R2 cannot rate her pain on a ten scale nor state the location of the pain. V12 stated when this happens, staff utilize a pain scale for cognitively impaired residents. V12 stated this method has been very effective in ensuring R2's pain is well controlled.</p> <p>On 4/22/22 at 3:15pm, V1 (Administrator) was asked for any Nursing Assessments done for R2 for April 2022. V1 produced three printed half slips of paper titled, "Shower Sheets," all with handwritten notes showing the following: 4/6/22: "Skin Issues-0 (zero, none)." The sheet had illegible signatures in the CNA and Nurse signature lines; 4/9/22: Skin Issues: 0." There were no CNA or Nurse signatures on this sheet; and 4/16/22: "Skin Issues: None. (V3/Family) helped with bed bath." The CNA signature line was signed by V4, but there was no nurse signature on this form.</p> <p>R2's April 2022 Nursing Progress Notes contained no documentation about R2's post 03/31/22 fall status, R2's family reports of R2 complaining of pain, R2's family requesting an x-ray, nor any nursing assessments related to</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>physical assessment or range of motion, until a 04/16/22 note at 3:40pm. This Nursing Progress Note was authored by V9 and documented the following: "(R2) (is) noted to have swelling to the right hip and RLE (Right Lower Extremity) with complaints pain at times to RLE. Family here and requesting x-ray orders from MD (Medical Doctor). Family notified by this nurse that x-ray may not be possible today here at the facility due to it being a holiday weekend. (Easter). This nurse informed the family that we would monitor for changes and pass the information on to (V5/Physician). The family states understanding. Oncoming nurse (V10/RN) notified."</p> <p>A Change in a Resident's Condition or Status Policy dated November 2016 documented, "A facility must immediately inform the resident; consult with the resident's physician; and notify, consistent with his or her authority, the resident representative(s) when there (are) changes in level of care, resident rights, etcetera."</p> <p>(A)</p>	S9999		