

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004089	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/07/2022
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NAME OF PROVIDER OR SUPPLIER HAVANA HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 609 NORTH HARPAM STREET HAVANA, IL 62644
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S 000	Initial Comments Facility Reported Incident Investigation IL148411/of 6/21/22	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>300.610a) 300.1210b) 300.1210d)1) 300.1210d)2) 300.1210d)3)</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</p>	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

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 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>2) All treatments and procedures shall be administered as ordered by the physician.</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>These requirements are not met as evidenced by:</p> <p>A. Based on observation, interview, and record review, the facility failed to ensure a resident was repositioned in a safe manner, assess pain, and provide pain medication in a timely manner for one of three residents (R1) reviewed for injury in the sample of three. This failure resulted in R1 sustaining a fractured humerus, severe pain and mental anguish.</p> <p>B. Based on observation, interview, and record review, the facility failed to assess pain and provide pain medication to one of three residents (R1) reviewed for pain in the sample of three. This failure resulted in R1 sustaining severe pain</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>and mental anguish from a fractured humerus without benefit of an as needed pain medication from 6/22/22-6/28/22.</p> <p>Findings include:</p> <p>A. The facility's Limited Lift Resident Handling Policy and Procedures (undated) documents the following: "Moving a Resident Up In Bed: 4. Use a friction reducing device or draw sheet and work in unison with co-worker to slide the resident up in bed."</p> <p>The facility's Pain Prevention and Treatment policy (revised 12/7/17) document the following: "2. Assessment of pain will be completed with changes in the resident's condition, self reporting of pain or evidence of behavioral cues indicative of the presence of pain and documented in the nurses notes or on the Pain Management Flow Sheet. This will include, but is not limited to, date, rating, treatment intervention and resident response," and "3. The Pain Management Flow Sheet will be initiated for those residents with but not limited to: routine pain medication, daily pain, diagnosis that may anticipate pain (i.e., arthritis, wounds, fractures, etc.)."</p> <p>R1's medical records document the following diagnoses: Chronic Back Pain, CVA (Cerebral Vascular Accident) with Aphasia, Hemiparesis affecting right side, and Morbid Obesity. R1's current care plan documents she is dependent on staff for cares, uses a bariatric bed, and "Ensure lift sheet is intact and correct size for resident." R1's Report of Monthly Weight and Vitals document her June 2022 weight as 225.2 pounds. R1's Minimum Data Set (MDS) assessment dated 6/6/22 documents R1 understands, is understood, is moderately</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>cognitively impaired, requires extensive assistance with bed mobility and is totally dependent on staff for transfers.</p> <p>On 6/29/22 at 11:20am, incontinence care and repositioning were provided for R1 by V4, V14, and V15, Certified Nursing Assistants (CNA), and R1 winced and cried due to pain from movement of her right arm/shoulder. At this time, R1 stated her right arm/shoulder pain is so bad it makes her nauseated, upset, and she cries a lot, and rated her pain as a 10 out of 10 on the pain scale (a score of 10 being the worst pain).</p> <p>R1 stated on 6/21/22 before supper, V10 and V13, Certified Nursing Assistants (CNA), pulled her up in bed by placing their hands/arms under her armpits and pulling her up in bed. R1 stated she screamed and cried because her right arm/shoulder "hurt so bad," she had "excruciating pain," and she heard her shoulder "pop". R1 stated her right arm "doesn't go anywhere, just hangs" since her stroke that affected her entire right side. R1 stated the Certified Nursing Assistants (CNA) (V10 and V13) said there was not enough sheet for them to grasp and slide her up in bed, so they reached under her armpits and pulled her up towards the head of the bed. R1 stated she heard her shoulder pop, she had excruciating pain, she cried, and screamed. R1 stated they had never moved her like that before and when they put their hands under her arms, she said "That arm won't move (right arm)!", but before she could get the words out to request to not move her that way (with their hands/arms under her armpits), they did it anyway. R1 stated that they did it so fast she couldn't say "No!". R1 again stated the pain in her right shoulder that night was so bad that she cried, screamed, and felt nauseous. R1 stated she told V10 and V13</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>she wanted to see a nurse, and V10 went out of the room and then returned saying "The nurse is too busy."</p> <p>The abuse investigation dated 6/22/22 for R1 documents on 6/21/22 before the supper meal, approximately between 4:00pm-4:30pm, V10, Certified Nursing Assistant (CNA) and V13, CNA, pulled R1 up in bed by placing their hands and arms under R1's armpits and pulling. The report documents R1 stated "she heard a pop and started to cry more." The investigation documents V1, Administrator, was notified of the allegation of abuse at approximately 11:00pm, by V8, Licensed Practical Nurse (LPN), who called V1 on the phone. The investigation also documents V1's interview with R1 about the incident on 6/22/22 in which V1 stated "During the explanation, R1 had to stop and calm down from crying multiple times," and R1 requested that V13 not be allowed in her room anymore.</p> <p>R1's right humerus X-ray dated 6/22/22 documents "Sclerotic density of humeral neck with mild irregularity of cortex compatible with acute impacted fracture or old healed fracture. Correlate clinically for point tenderness." R1's Nurse's notes document the X-ray was performed at 2:00am on 6/22/22.</p> <p>R1's Orthopedic Consultation on 7/1/22 with V18, Orthopedic Surgeon, documents R1's diagnosis of "Closed Nondisplaced Fracture of Proximal End of right Humerus." On 7/7/22 at 9:23am, V18, Orthopedic Surgeon, stated "A proximal humerus fracture is a very painful injury, especially initially- it is a painful injury."</p> <p>On 6/29/22 at 1:34pm, V10, CNA, stated on 6/21/22 she and V13, CNA, pulled R1 up in bed</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>by placing their hands under her arms and pulling her up. V10 stated as soon as they did this, R1 started screaming and crying more and saying, "My arm is broken, something's broke!" V10 stated she went right out of R1's room and told a nurse (does not remember which nurse) about the incident, and that R1 thought her shoulder was broken. V10 stated R1 was crying and screaming at them (V10, V13) throughout the procedure, and "against my better judgement, I pulled her up using my hand under her right armpit. (V13) helped me. This was a busy time, and a lot of call lights were going off." V10 stated it is not her usual practice to pull a resident up in bed by placing her hands and arms under a resident's armpits.</p> <p>On 6/29/22 at 2:22pm, V13, CNA, stated she assisted V10 with pulling R1 up in bed by placing her arms under R1 armpits and pulling R1 up in bed. V13 stated R1 was yelling and screaming prior to pulling her up in bed, that R1 was mad about her pencils being moved, but as soon as they did pull her up in bed, she screamed even more and cried and stated her arm popped. V13 stated the lift sheet was completely underneath R1, and they couldn't get any hold on it, so they put their arms under her armpits and pulled her up. V13 stated "(R1) screamed even more, crying and saying her arm or shoulder popped. When she's having these behaviors-screaming and yelling and crying, we just wanted to get her done as quickly as possible."</p> <p>On 6/29/22 at 1:55pm V7, Licensed Practical Nurse (LPN)/the nurse assigned to take care of R1 on second shift 6/21/22, stated "I saw R1 earlier in the shift (before the incident) when I checked her pain scale, but I didn't see her after that. Later in the shift, a CNA told me R1 was</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>having screaming and yelling behaviors and R1 didn't want anyone to come into her room. I'm not sure what or why R1 was upset that day, except about her pencils (being moved). It was not reported to me that (R1) had hurt her arm/shoulder or that it had popped."</p> <p>On 6/29/22 at 2:15pm, V2, Registered Nurse (RN) who worked 6/21/22 on second shift, stated "I was not assigned to care for R1 on 6/21/22. I heard (R1) yelling and screaming. I did not go into her room."</p> <p>On 6/29/22 at 2:01pm, V8, LPN/third shift nurse, stated "About 11pm (on 6/21/22) I saw (R1) in her room, she was crying very hard-when I finally got her to calm down so I could understand her, she stated two CNAs had lifted her by her arms. I called and spoke to V1, Administrator. I didn't see anything unusual (on R1's arm/shoulder), but there was a large area in her right upper and mid to lower arm that was very painful to palpation. I paged the doctor and got an order for an X-ray."</p> <p>On 6/29/22 at 12:00pm, V2, Director of Nursing, stated that it is not appropriate to pull a resident up in bed by putting your hands/arms under their armpits.</p> <p>A faxed physician communication regarding R1 dated 6/23/22 documents "(R1) cont (continues) to c/o (complain of) pain to R (right) shoulder. She does not have a PRN (as needed) order for pain." V3, R1's Primary Care Physician (PCP), responded to the request on 6/23/22 with an order for "Norco 5/325mg 1 (one) tab every 6 (six) hrs (hours) prn severe pain for 1 (one) week only." The faxed response sheet documents the response and new order was "Noted 6/24/22" by V7, Licensed Practical Nurse (LPN), and "C2</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>(Controlled substance, Schedule Two) form faxed to PCP (V3).</p> <p>On 6/29/22 at 12:00pm, V2, Director of Nursing (DON), stated "(V3, PCP), gave an order on 6/24/22 for Norco 5/325mg (prn) for R1's pain from her fractured shoulder. After (the surveyor) asked about (R1's) pain management, we looked and found that order and the medication is not here. On 6/28/22 V9, RN, noted that it had not yet been delivered, but did not follow up until today (6/29/22). We did not know that R1 was in so much pain until (the surveyor) told us R1 reported her pain as a ten on a scale of one to ten (ten being the worst)." At this time V2 stated the Norco is available in their convenience box in the facility.</p> <p>On 6/29/22 at 12:00pm, R1's Medication Administration Record (MAR) does not document that R1 received any doses of Norco for her severe pain from 6/23/22-6/29/22.</p> <p>R1's Pain Management Flow Sheet (to be completed each shift) from 6/21/22-6/29/22 documents the following: 6/21/22 no pain on any shift; 6/22/22 second shift documents "yes" for pain but records no location, intensity, or intervention; 6/23/22 first and third shift no pain, second shift not completed; 6/24/22 third shift not completed, no pain on first shift and second shift documents pain in arm and shoulder, rates it as three on a scale of one to five, and interventions provided; 6/25/22 and 6/26/22 no pain; 6/27/22 no pain on first and third shift and second shift not completed; 6/28/22 third shift not completed and first and second shift no pain; and 6/29/22 third shift not completed and no pain on day shift.</p> <p>On 6/29/22 at 12:00pm, V2, DON stated R1's Pain Management Flow Sheets are not being</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>filled out correctly by the nurses, and that (R1's) flow sheet has many blanks. V2 stated there is only one entry (6/24/22 on 2nd shift) after the incident (of 6/21/22) which documents R1's pain and interventions.</p> <p>B. The facility's Pain Prevention and Treatment policy (revised 12/7/17) document the following: "2. Assessment of pain will be completed with changes in the resident's condition, self reporting of pain or evidence of behavioral cues indicative of the presence of pain and documented in the nurses notes or on the Pain Management Flow Sheet. This will include, but is not limited to, date, rating, treatment intervention and resident response," and "3. The Pain Management Flow Sheet will be initiated for those residents with but not limited to: routine pain medication, daily pain, diagnosis that may anticipate pain (i.e., arthritis, wounds, fractures, etc.)."</p> <p>R1's medical records document the following diagnoses: Chronic Back Pain, CVA (Cerebral Vascular Accident) with Aphasia, Hemiparesis affecting right side, and Morbid Obesity.</p> <p>R1's abuse investigation report dated 6/21/22 documents R1 was injured when being pulled up in bed when V10 and V13, Certified Nursing Assistants (CNA) pulled her up in bed by hooking their arms through her armpits and pulling her up. The investigation documents that R1 screamed and cried when she was pulled up in bed.</p> <p>R1's X-ray of her right humerus dated 6/22/22 documents "Sclerotic density of humeral neck with mild irregularity of cortex compatible with acute impacted fracture or old healed fracture. Correlate clinically for point tenderness." R1's Orthopedic Consultation on 7/1/22 with V18,</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>Orthopedic Surgeon, documents R1's diagnosis of "Closed Nondisplaced Fracture of Proximal End of right Humerus."</p> <p>On 7/7/22 at 9:23am, V18, Orthopedic Surgeon, stated "A proximal humerus fracture is a very painful injury, especially initially- it is a painful injury."</p> <p>On 6/29/22 at 9:55am, R1 stated on 6/21/22 before supper, V10 and V13, Certified Nursing Assistants (CNA), pulled her up in bed by placing their hands/arms under her armpits and pulling her up in bed. R1 stated she screamed and cried because her right arm/shoulder "hurt so bad," had "excruciating pain," and she heard her shoulder "pop." R1 stated the pain in her right shoulder was so bad she cried and felt nauseous. R1 stated she continues to have severe pain in her right arm and shoulder that is so bad it makes her nauseous, and she cries and screams whenever she has to move.</p> <p>On 6/29/22 at 2:01pm, V8, Licensed Practical Nurse (LPN)/third shift, stated when she assessed R1 on 6/21/22 at 11:00pm, R1 had a large area in her right upper and mid to lower arm that was very painful to palpation. R1's Nurse's Notes dated 6/21/22 written by V8 documents "having lots of pain in right arm."</p> <p>On 6/29/22 at 11:20am, V4, V14, and V15, CNAs, provided incontinence care and repositioning for R1. R1 was turned side to side, and a lift sheet was used to pull R1 up in bed. R1 cried, grimaced, and moaned as she was repositioned. At this time, R1 stated the pain in her right arm and shoulder was so bad that it makes her nauseated and rated it a 10 out of 10 on a pain scale of one to ten, with ten being the worst pain.</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>V4's physician orders dated 6/2022 document a scheduled order for Tramadol 50mg (milligrams), two tablets twice per day for Chronic Back Pain. A faxed physician communication dated 6/23/22 documents "Res (resident) cont (continues) to c/o (complain of) pain to R (right) shoulder. She does not have a PRN (as needed) order for pain. She cont to have Tramadol scheduled." V3, R1's Primary Care Physician (PCP), responded to the request on 6/23/22 with an order for Norco 5/325mg 1 (one) tab every 6 (six) hrs (hours) prn severe pain for 1 (one) week only." The faxed response sheet documents the response and new order was "Noted 6/24/22" by V7, Licensed Practical Nurse (LPN), and "C2 (Controlled substance, Schedule Two) form faxed to PCP (V3)."</p> <p>On 7/1/22 at 2:00pm, V16, Registered Nurse (RN)/ V3 PCP Office, stated "The facility faxed us a request for pain medication (for R1) on 6/23/22, and I faxed back the order on 6/23/22. The facility called us on 6/29/22 telling us the medication (Norco) had not been received. The facility sent us the C2 (Controlled substance, Schedule II) form to be completed and sent to (Pharmacy) on 6/24/22 at 9:52pm (A Friday night). We are not in the office then, and we didn't return to the office until Monday (6/27/22). We don't see faxes sent Friday evening or over the weekend until Monday- and our clinic hours are from 1:30pm to 5pm. 6/27/22 we were back in the office but did not hear anything from the facility as far as the Norco not being delivered. The facility should have called or paged (V3) over the weekend for the medication."</p> <p>On 6/29/22 at 12:00pm, V2, Director of Nursing (DON), stated "(V3, PCP), gave an order on</p>	S9999		

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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Continued From page 11</p> <p>6/24/22 for Norco 5/325mg (prn) for R1's pain from her fractured shoulder. After (the surveyor) asked about her pain management, we looked and found that order and the medication is not here. We contacted V3 and he said he signed the order for it and his staff faxed it to the pharmacy. Today (6/29/22) the pharmacy stated the order for the Norco was not received. Today (6/29/22) we sent another request/order for V3 to sign and fax to the Pharmacy. On 6/28/22 V9, RN, noted that it had not yet been delivered, but did not follow up until today (6/29/22). We did not know that R1 was in so much pain until (the surveyor) told us R1 reported her pain as a ten on a scale of one to ten (ten being the worst)." V2 also stated Norco is available on site at the facility in the convenience box.</p> <p>On 6/29/22 at 12:00pm, R1's Medication Administration Record (MAR) does not document that R1 received any doses of Norco for her severe pain.</p> <p>R1's Pain Management Flow Sheet (to be completed each shift) from 6/21/22-6/29/22 documents the following: 6/21/22 no pain on any shift; 6/22/22 second shift documents "yes" for pain but records no location, intensity, or intervention; 6/23/22 first and third shift no pain, second shift not completed; 6/24/22 third shift not completed, no pain on first shift and second shift documents pain in arm and shoulder, rates it as three on a scale of one to five, and interventions provided; 6/25/22 and 6/26/22 no pain; 6/27/22 no pain on first and third shift and second shift not completed; 6/28/22 third shift not completed and first and second shift no pain; and 6/29/22 third shift not completed and no pain on day shift.</p> <p>On 6/29/22 at 12:00pm, V2, DON, stated the Pain</p>	S9999		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004089	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/07/2022
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NAME OF PROVIDER OR SUPPLIER HAVANA HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 609 NORTH HARPHAM STREET HAVANA, IL 62644
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Continued From page 12</p> <p>Management Flow Sheets are not being filled out correctly by the nurses, and that (R1's) flow sheet has many blanks- there is only one entry (6/24/22 on 2nd shift) after the incident (of 6/21/22) which documents pain and interventions. V2 stated she will have to retrain the nurses to use the pain management flow sheets correctly.</p> <p>On 7/6/22 at 12:26pm, V3, R1's Primary Care Physician, stated R1 should have received the Norco for her pain management before 6/29/22 since he ordered it on 6/23/22, and the facility should have followed up on the medication not being sent by pharmacy before 6/29/22.</p> <p>(A)</p>	S9999		