Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: \_ B. WING IL6005904 12/20/2022 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **18200 SOUTH CICERO AVENUE** ELEVATE CARE COUNTRY CLUB HILL COUNTRY CLUB HILLS, IL 60478 SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PREFIX PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL (X5) COMPLETE **PREFIX** (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) S 000 Initial Comments S 000 Complaint Investigations: 2298949/IL153152, 2298984/IL153185. 2297391/IL151244, 2299051/IL153258. 2299392/IL153669, 2299584/IL153910. 2298439/IL152517 Facility Reported Incident Investigation of 11-06-2022/153378 \$9999 Final Observations . S9999 Statement of Licensure Violations 1 of 2: 300.610a) 300.1210b) 300.1210d)3)6) 300.3240a) Section 300.610 Resident Care Policies 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** Attachment A Statement of Licensure Violations The facility shall provide the necessary care and services to attain or maintain the highest Illinois Department of Public Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: B. WING IL6005904 12/20/2022 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 18200 SOUTH CICERO AVENUE ELEVATE CARE COUNTRY CLUB HILL COUNTRY CLUB HILLS, IL 60478 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX **PREFIX** (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) S9999 Continued From page 1 S9999 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. 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: 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. 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. Section 300.3240 Abuse and Neglect An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) These Regulations are not met as evidenced by: Based on observation, interview and record review, the facility failed to prevent an injury of unknown origin for 1 of 3 residents (R19) reviewed for abuse. This failure resulted in R19 Illinois Department of Public Health

PRINTED: 02/22/2023 FORM APPROVED Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** A. BUILDING: COMPLETED B. WING IL6005904 12/20/2022 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **18200 SOUTH CICERO AVENUE ELEVATE CARE COUNTRY CLUB HILL** COUNTRY CLUB HILLS, IL 60478 SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX **PREFIX** (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) S9999 Continued From page 2 S9999 having multiple unexplained bruises under the left eve, left shoulder and left forearm. Findings Include: On 11/30/22 at 10:16am, V67 (R19's family member) stated, R19 mouthed and pointed to V3 (certified nursing assistant/CNA), stating "you hit me" when V3 walked into the room on 11/24/22. R19 accused V3 (CNA) of hitting her in the face and pinching her. The incident had to happen on 11/23 when I didn't visit. I spoke to V3. V3 stated. I did not hit R19. I would never hit R19. I love R19. I would never hurt R19. V16 (respiratory therapist) told me, R19 eyes looked swollen. I reported it to V4 (nurse). V79 (emergency medical technician/EMT) stated, R19 had a black eye. I told R19 we couldn't prove the abuse but R19 keeps reporting the same thing. V3 is usually nice and takes care of R19 but something must have happened because R19 kept mouthing and writing V3 abused her. On 12/01/22 at 11:10pm, V69 (R19's family) stated, R19 had a black eye. V68 (R19's family member) stated, R19's right eye was red and puffy. R19 said, V3 did it. On 12/01/22 at 12:39 pm, V79 (EMT) stated, R19's face was bruised up on both sides. Right side face was bruised, left cheek circular 1cm bruise area. On 12/6/22 at 3:00pm, R19 was assessed to be alert and oriented to person, place and time. R19 stated V3 (CNA) started hitting(slapping)

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pinching me two weeks after I arrived at the facility. I didn't tell anyone because I was afraid V3 was going to retaliate. V3 would get upset because I would push the call light. V3 slapped

STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION (X3) DATE SURVEY **IDENTIFICATION NUMBER:** A. BUILDING: \_ COMPLETED IL6005904 **B. WING** 12/20/2022 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **ELEVATE CARE COUNTRY CLUB HILL 18200 SOUTH CICERO AVENUE** COUNTRY CLUB HILLS, IL 60478 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL PRÉFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG COMPLETE CROSS-REFERENCED TO THE APPROPRIATE TAG **DEFICIENCY**) S9999 Continued From page 3 S9999 my hands, both sides of my face and pinched my stomach. R19 demonstrated where and how she was being hit and pinched by making a pinching motion over her stomach (lateral right side) and a slapping motion to the back of the hand and face on both cheeks with the front/palm-side of her hand. R19 was observed with two dissipating red circular spotted areas under R19's eye bags (puffy areas under R19's bilateral eyes on the lateral side). R19's left lateral eye was observed with a dissipating blue crescent area similar to the shape of a crescent moon under R19's left eye bag/puffy area. R19 had a bruised/dissipating blue irregular shaped area on the left shoulder the size of a 5-cent coin, and a larger blue dissipating area that covered R19's bicep with two circular dissipating blue circular area underneath the bicep just above the antecubital space and a dark irregular square shape on the posterior arm located at the base of the tricep above R19's elbow. Hospital paperwork dated 11/25/22 documents: Diagnosis: Suspect Elder Abuse. Skin: Bruising present. When asked if she (R19) felt scared to return to her nursing home. R19 nodded her head yes. Abuse Policy: Facility abuse prevention program policy revised 1/22/19 documents. It is the policy of the facility to prohibit and prevent resident abuse, neglect, exploitation, mistreatment, and misappropriation of resident property and crime against a resident in the facility. Abuse is the willful infliction of injury, unreasonable confinement, intimidation or punishment with resulting physical harm or pain or mental anguish or deprivation by an individual, including a caretaker of goods and services that are necessary to attain or maintain physical, mental Illinois Department of Public Health

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	8 6	failed to monitor a renotify the physician a critical high white identify/notify the phorders for an alteratimplanted venous printerventions to prevenoisture associated affected 4 of 4 residereviewed for quality resulted in R15 develower extremities, Rewhite blood cells for to the local hospital than discense and R16's implehiscence and R16	esident in respiratory distress, to obtain treatment orders for blood cell count, failed to ysician to obtain treatment on in skin around the ort and failed to implement rent skin breakdown from dermatitis. These failures ents (R15, R4, R16, and R9) of care. These failures eloping blisters to bilateral 4 being treated for elevated 3 days and being transported to be evaluated, diagnosed, is. These failures also	2. 10.								
	11	diagnoses of Anoxic	the facility on 6/24/22 with Brain Damage, Acute Dysphagia, Gastrostomy,	7			*					
		R15's emergency ser Emergency Medical S dispatched to patient preathing. Upon arriv patient alone in room present. Patient apper iquid food, heavy who bursing home respiration and stated that approximately 4:00 and vas not in distress. The	vice report dated 11/6/22: Service (EMS) crew was	70		.a	E (1)					

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Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: \_ B. WING IL6005904 12/20/2022 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **18200 SOUTH CICERO AVENUE** ELEVATE CARE COUNTRY CLUB HILL **COUNTRY CLUB HILLS, IL 60478** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) S9999 Continued From page 11 S9999 stated R15's family showed her the bands back in October. V34 stated she told the family the bands were not appropriate and no further discussion. V34 said she reported it to V35 (restorative nurse). On 11/10/22 at 238pm, V35 (restorative nurse) stated she spoke to R15's family in October V35 stated family had inquired about placing bands on R15's legs due to contractures. V35 said she told family facility could not place bands on R15 because it would be a restraint and family said okay. There was no further discussion about the bands, V35 stated the conversation was documented on a on grievance form. Review of R15's medical record did not document any education or discussion with family about the use of bands around her legs. Review of facility grievance binder for September and October did not document any grievance related to R15. R15's wound assessment report dated 11/12/22 documents: right lateral knee; blister measuring 18x13x0.10cm; left anterior thigh; blister measuring 1x1xunknown cm. R4 was admitted to the facility on 9/15/22 with a diagnoses of Respiratory Failure, Protein-Calorie Malnutrition, Chronic Kidney Disease, type II Diabetes, Pressure Ulcer and Anemia. R4's progress note dated 10/19/22 at 11:36am documents: Spoke local hospital who stated that resident was evaluated, and they found no emesis when assessed. Resident noted to have elevated white blood count and chest x-ray was clear per emergency room (ER) nurse. Resident

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S9999	Continued From pa	ge 18	S9999	19		.11 88		
8	subcutaneous tissu picture dated 8/17/2 R9's wound should MASD but as full thi	e being loss. R9's wound 2 was observed with slough. have not been classified a ckness loss (Full thickness	30000					
	may be present but	neous fat may be visible, but iscle are not exposed. Slough does not obscure the depth of			55	3		
	tunneling.) I would h	ude undermining and ave debrided R9's wound and on the depth after the		** ** ** ** ** ** ** ** ** ** ** ** **		94		
	R9 had bilateral thig dermatitis which was stage: Partial Thickn	dated 8/17/22 documents: hs moisture associated s facility-acquired. Clinical less (Partial thickness loss of s a shallow open ulcer with a without slough.)			s.	4		
	documents: Wound measurements are 1	#4 Right thigh is a MASD, 0cm length x 0.5cm width x 0), with an area of 5 sq cm cubic cm.	·		5	i.		
·	documents: Wound i measurements are 1	sment dated 8/17/22 #5 Left thigh is a MASD, 0cm length x 0.5cm width x 0), with an area of 5 sq cm cubic cm.	S.		<b>8</b> 53	-0		
	Bilateral Thigh- MAS	8/17/22 documents: D- incontinence care as rier applied and turn and		: = **				
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