

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005904	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/10/2023
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NAME OF PROVIDER OR SUPPLIER ELEVATE CARE COUNTRY CLUB HILL	STREET ADDRESS, CITY, STATE, ZIP CODE 18200 SOUTH CICERO AVENUE COUNTRY CLUB HILLS, IL 60478
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S 000	Initial Comments Complaint Investigation: 2398024/IL164825	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1010h) 300.1210b)3) 300.1210d)3) 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 300.1010 Medical Care Policies h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain and record the physician's plan of care for the care or treatment of such	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>accident, injury or change in condition at the time of notification.</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 care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident. Restorative measures shall include, at a minimum, the following procedures:</p> <p>3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</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>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</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>made by nursing staff and recorded in the resident's medical record.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to properly insert a urinary catheter and inflated the catheter balloon in the resident's (R1) urethra during the insertion for one out of three residents reviewed for catheter care in a total sample of six. This failure caused R1 to be hospitalized for a traumatic urinary catheter insertion where blood collected in the urinary catheter bag, a urinary tract infection, and urinary retention.</p> <p>Findings Include:</p> <p>R1 is a 22-year-old with the following diagnosis: diffuse traumatic brain injury, encounter for tracheostomy and gastrostomy, and neuromuscular dysfunction of the bladder. R1 admitted to the facility on 3/31/23 and discharged on 9/23/23.</p> <p>R1's EMR- Medication Administration note dated 9/22/23 documents a new urinary catheter was reinserted due to leakage of the old urinary catheter. 100 ML of clear urine was noted.</p> <p>R1's Nursing note dated 9/23/23 at 1:44 PM documents R1 complained of pain from getting a urinary catheter reinserted yesterday. Blood was coming from the genital area.</p> <p>R1's Nursing note dated 9/23/23 at 3:32 PM documents R1 had a heart rate of 165 bpm and stomach was distended. There was no urine return into the urinary catheter bag. A new urinary</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>catheter was reinserted, but still no urine collected into the bag.</p> <p>The Hospital Records dated 9/23/23 document R1 was sent to the hospital with tachycardia and appeared to be septic. R1 was initially hypotensive with blood pressures in the 80s but responded well to fluids. R1 was found to have a urinary tract infection and needed to be sent to the intensive care unit due to not being able to maintain blood pressure. A CT (computerized tomography) scan of the R1's abdomen was requested because of apparent distention. The CT of the abdomen and pelvis was completed on 9/24/23 at 1:36 AM and showed the urinary catheter balloon was located in R1's penile urethra. The Laboratory Levels dated 9/23/23 at 4:06 PM document the blood urea nitrogen level as 57 mg/dL (normal is 5-28 mg/dL) and creatinine as 1.3 mg/dL (normal is 0.74-1.2 mg/dL). R1 had a diagnosis of acute kidney injury in the intensive care unit likely to pre-and postrenal in the setting of shock and obstructive uropathy. There was a traumatic urinary catheter insertion at the nursing home. Urology was consulted. A Urology note dated 9/24/23 at 6:51 AM documents R1 had urinary retention with urethral trauma. The urinary catheter was found to be in the urethra. Hospital nursing staff was unable to successfully replace the urinary catheter. The urologist was called to insert a different type of urinary catheter. With some effort, the urinary catheter was able to be placed. 1100 mL of urine drained immediately upon the new catheter being placed.</p> <p>On 10/5/23 at 1:45PM, R1 stated the urinary catheter started leaking the day before going to the hospital so a new one was placed but after that I had pain in the catheter area that I did not</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>have before. R1 endorsed the next day the catheter started bleeding and was more painful. R1 endorsed being sent to the hospital the next day due to not being able to urinate and the urinary catheter only collecting blood. R1 endorsed having a procedure done while at the hospital so a new catheter could be put in.</p> <p>On 10/5/23 at 1:00PM, V3 (Nurse) stated the CNA notified V3 there was bright red blood in R1's urinary catheter bag. V3 endorsed taking that catheter out and putting in a new catheter. V3 reported putting a new catheter in place but state no urine would collect in the bag. V3 stated irrigating the catheter but only got bright red blood back for return. V3 stated R1's stomach looked bigger also.</p> <p>On 10/5/23 at 2:56 PM, V7 (CNA) stated the day before going to the hospital V9 replaced R1's urinary catheter due to leaking. V7 denied emptying any urine from the bag before leaving for the day but endorsed it was inserted an hour before V7 left. V7 reported staff check for bleeding after a urinary catheter insertion to monitor the resident.</p> <p>On 10/5/23 at 3:33pm, V2 (DON) stated R1 had a difficult urinary catheter insertion and blood was in the catheter tubing. V2 reported the nurse practitioner was notified and sent R1 out to the hospital for an evaluation. V2 endorsed staff need to monitor for urinary output, a distended stomach, bleeding, and pain after a urinary catheter insertion. V2 reported if there is no urine collecting in the bag within 4-6 hours then there is an issue with the catheter.</p> <p>On 10/5/23 at 3:48PM, V8 (CNA) stated R1 was having problems with a leaking catheter so V3</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>changed the catheter but when V8 returned to the room after lunch the tubing was filled with blood during repositioning. V8 reported emptying about 500 mL of only blood from the bag. V8 reported blood was also coming from R1's genital area.</p> <p>On 10/5/23 at 4:02PM, V9 (Nurse) stated V9 changed the urinary catheter on 9/22/23 due to R1 having urine leak from R1's genital area. V9 stated, "You insert the tube until you feel like you're far enough back. After that you insert the water to inflate the balloon. V9 stated you want to make sure that you have at least a little bit of yellow urine in the tube coming out to make sure that you're actually in the bladder." V9 reported urinary output and bleeding need to be monitored after insertion. V9 stated, "You get everything set up and then you clean the head of the p****. You insert the tube until you feel like you're far enough back. After that you insert the water to inflate the balloon. Do you want to make sure that you have at least a little bit of yellow urine in the tube coming out to make sure that you're actually in the bladder."</p> <p>On 10/5/23 at 4:38PM, V10 (Nurse) stated V10 was not made aware R1 had a new urinary catheter but should have been told so it could have been monitored more closely.</p> <p>On 10/6/23 at 3:14PM, V12 (Nurse Practitioner) stated nursing staff notified V12 about the amount of blood in R1's urinary catheter bag. V12 reported when assessing R1 after the catheter was attempted to be put in a second time only blood was coming out of the tubing even after irrigation. V12 endorsed urinary output should be monitored after place a new catheter to make sure the kidneys are functioning properly. V12 endorsed a physician should be notified for a</p>	S9999			

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S9999	<p>Continued From page 6</p> <p>difficult catheter insertion in case the resident needs to be sent out to the urologist.</p> <p>On 10/6/23 at 3:49PM, V13 (Primary Physician) stated the only thing that needs to be monitored after a urinary catheter insertion is that urine is collecting. V13 reported urine needs to be collecting at a minimum of 15 mL an hour to be considered normal kidney function. V13 endorsed people should make one to two liters of urine a day. V13 denied being aware of any difficulties putting in the catheter and reported a physician should be notified of difficult insertion to assist with placement. V13 stated inflating a urinary catheter balloon inside the urethra can cause direct trauma from the amount of pressure.</p> <p>R1's Care Plan dated 4/10/23 documents R1 has the following conditions requiring continued use of an indwelling catheter: stage four pressure ulcer with urine impeding healing. Interventions include assess for complication of catheter, position tubing to facilitate flow, observe for signs and symptoms of urinary tract infection, and notify the physician of any changes.</p> <p>R1's Physician Order Summary documents there was an order placed on 4/14/23 to change the indwelling urinary catheter for leakage, blockage, or accidental removal. The urinary catheter should be monitored every shift. An order on 6/19/23 documents every shift should record the total output of the urinary catheter.</p> <p>R1's Medication Administration Record dated 09/2023 documents an indwelling urinary catheter was changed on 09/22/23 at 3:30 PM. The output for the urinary catheter on 09/22/23 is documented three times a day. The dayshift is documented as an output of zero mL, there is no</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>documentation for the evening shift, and there is an output of 550 mL for the night shift. The output for the urinary catheter on 09/23/23 is documented one time before R1 went to the hospital on the dayshift as zero mL.</p> <p>The Laboratory Report dated 7/28/23 documents the blood urea nitrogen level and creatinine level are within normal limits. There is no documentation that R1 had any issues with kidney function while at the facility.</p> <p>A policy on urinary catheter insertion and urinary catheter care/monitoring requested during this investigation. Per V1 (Administrator), the facility does not have any policies on urinary catheter insertion or care.</p> <p>(A)</p>	S9999			