

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6014856	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/06/2023
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NAME OF PROVIDER OR SUPPLIER VILLA AT WINDSOR PARK	STREET ADDRESS, CITY, STATE, ZIP CODE 2649 EAST 75TH ST CHICAGO, IL 60649
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S 000	Initial Comments Complaint Investigation: 2387958/IL164747	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210a) 300.1210b) 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 a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental	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>and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</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.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interviews and record reviews the facility failed to follow their discharge policy to ensure R1 was safely discharged home with the necessary durable medical equipment [DME] in a sample of 6 residents. This failure resulted in R1 with an increase in pain to the surgical right hip, and emotional distress leaving R1 feeling upset, afraid, sometimes crying scared that R1 was going to fall and hurt herself.</p> <p>Findings included:</p> <p>R1's clinical record document in part: R1 is an 88-year-old admitted on 8/23/23 and discharged on 9/16/23, with the medical diagnosis of displaced fracture of base of neck of right femur</p>	S9999		
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S9999	Continued From page 2 encounter for closed fracture with routine healing, history of falling, Alzheimer disease, dementia, syncope and collapse, kidney failure, long term use of anticoagulant, abnormalities of gait and mobility, weakness, and lack of coordination. R1's minimum data set [MDS] Brief Interview Mental Status Score Indicates R10 is mildly cognitively impaired. R1's discharge summary documents in part dated 9/14/23: - Sitting to lying need moderate assistance -Chair to bed to chair transfer, need moderate assistance -Can not walk 10 feet independently, need moderate assistance -Weight bearing status -weight bearing as tolerated -No prior equipment used before hip fracture R1's progress notes document in part: -9/12/2023 14:35 Physiatry Progress Note Text: SERVICE DATE: 9/11/2023. PHYSICAL MEDICINE AND REHABILITATION PROGRESS NOTE CHIEF COMPLAINT: [R1] Impairment of ADLs and mobility 2/2 R hip fracture with muscle weakness and difficulty with functional mobility. R1 is an 87-year-old female with history of Alzheimer s disease with dementia, hypertension, who was admitted to the nursing home after a fall at home. The history was obtained by chart review. Reports from her family, as she has dementia, and she is a poor historian. The patient [R1] was recently transferred to a Memory Care facility from her assisted. living facility due to behavioral disturbances from her Alzheimer s dementia. After the fall x-ray of hip showed R femoral neck fracture. The patient [R1] was surgically treated and stabilized. The	S9999			

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S9999	<p>Continued From page 3</p> <p>patient was transferred to this facility for subacute rehab to optimize functional status. I was asked to see the patient [R1] to optimize rehab. Assessment: ADL and mobility dysfunction, gait abnormality, pain management, right hip fracture, Alzheimer, dementia, fall risk. plan: pain: Norco 5 mg 1 tablet q.4h PRN. Tylenol for breakthrough. Wean opioids as tolerated. Continue to monitor for Fall risk: Continue fall precautions, Right hip fracture: continue to monitor for signs of increased pain, Alzheimer s dementia: Continue Aricept, and Behavioral medications, redirection. rehabilitation nursing, acute Interventions as warranted. Monitor closely for medication side effects and safety.</p> <p>R1's progress note documents: 9/15/2023 15:00 Social Service [V7-Social Service Assistant] Note Text: R1 will discharge back to the community on tomorrow 09/16/23 to live with V3 [R1's family member] in the community. Nursing staff has obtained an order of discharge to the community with medications and DME has been obtained from the physician and referrals faxed for Home Health and Home Health (another home health agency) and DME (medical equipment) to company on the resident's behalf. The resident's transportation will be arranged by V3 for the transition home and Nursing staff will assist in packing all of her belongings. All medications will go with the resident and V3 will be educated on all medications and upcoming appointments. All appropriate IDT [Interdisciplinary team] members have been informed of the discharge.</p> <p>R1's note documents: 9/15/2023 17:09 Nurses Notes [V9-Unit manager/Registered Nurse] text: V3 in facility met with Social Services staff [V7] and this writer. Discussed discharge plans again</p>	S9999		
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S9999	Continued From page 4 he wants home-health care and DME equipment now. V3 wanted a guarantee that resident DME and Home-health will be in place prior to discharge. Social Services staff [V7] informed V3 the referral was faxed out on the resident behalf. Other option discussed that resident can be discharged pending DME and home-health to begin. V3 agreed s for resident to stay until 9/16/2023. On 10/5/23 at 9:47 AM, V3 [R1's Family Member] stated, "R1 lived at home on her own, until R1's memory and cognition started to decrease. R1 then was moved to live in assisted living facility, but three days later the facility said R1 was not appropriate for assistant living due to R1's dementia, R1 was moved to their memory care facility. R1 fell and broke her hip at that facility. After her hospital stay R1 was transferred to the current facility for therapy. Around 9/12/23, someone notified my sibling that R1 was cut from the insurance. My sibling told me that she told the person, R1 could not return back to assisted living facility, because R1 did not meet the criteria, R1 could not walk nor transfer on her own, and there was a decrease in R1's memory. Also, because R1 fell and broke her hip on the memory care unit, R1 will not be going back to that facility, R1 will be going home. I was notified by V7 [Social Service Assistant] on 9/14/23 that R1's insurance company notified the facility on 9/12/23, that R1 will be cut from the insurance company and the last day covered day was on 9/14/23. On 9/15/23 I met with V7 and V9 [Unit Manager/Registered Nurse]. I explained to V7, V9 and therapy staff that R1 was in the memory care unit at her previous facility, but fell and fractured her hip, and R1 would not be returning to any facility, R1 would be going home. Also, R1 does not have any durable medical equipment [DME]	S9999			

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S9999	<p>Continued From page 5</p> <p>at home because during that time R1 was walking. Therapy staff told me that R1 would need a wheelchair, and bed side commode at home for R1's safety. I requested to V7 and V9 that R1's DME (wheelchair and bed side commode) would need to be delivered prior to R1's discharge home. V7 ensured me that R1 will have the needed equipment before R1 is discharged. V7 told me she faxed over the information to the home health agency and medical equipment company. V7 gave me another option to pay \$333.00 per day until Monday or Tuesday to wait for medical equipment to be delivered to the facility. I explained the family did not have over a thousand dollars to pay all those days. V7 then said that the equipment should be delivered to the house on 9/16/23, and I can pick R1 up on 9/16/23. I explained to V7 and V9 that I was not comfortable taking R1 home without the equipment delivered before R1 came home, and I felt, that the facility was made aware R1 was being cut on 9/12/23 and the DME should have been ordered earlier to ensure delivery before R1 was discharged home. V7 explained to me she was not a social worker and the social worker for the facility is on vacation and that she [V7] was doing the best she could do. Then I spoke to V2 [Director of Nursing] and I explained everything to her, she told me it was the family's responsibility to follow up with the discharge planner with the needs of R1. I picked up R1 on Saturday (9/16/23) the nurse told me no equipment was delivered to the facility and I informed the nurse that no equipment was delivered to R1's home. On the discharge paperwork the DME company was listed. On that following Monday (9/18/23), I called the DME company and spoke with the manager [V4]. She told me that they did not receive any fax from the facility regarding R1 and could not release any</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>DME to me without the physician order. On 9/18/23 I received a phone call from V7, and she asked me if the DME was delivered. I told V7, no it was not delivered. V7 told me I have the phone number and for me to follow up with the DME company because the order was faxed. I have not received any more follow up calls from the facility. I have been R1's main caretaker, and by her not having the recommended DME (wheelchair and bed side commode), from 9/16/23 to 9/20/23, she was crying in pain, and scared to move with my assistance, afraid she was going to fall. I tried to give the facility a couple of days to correct the situation, since V7 was made aware that the DME was not delivered. However, on 9/21/23, I went and purchased a wheelchair and a bed side commode out of my own money."</p> <p>On 10/5/23 at 10:15 AM, R1 stated, "I did not have my wheelchair, I was upset, afraid, sometimes cried, scared that I was going to fall and hurt myself. Trying to get around without a wheelchair, made my hip hurt really bad.</p> <p>On 10/4/23 at 10:56 AM, V4 [Operational Manager] stated, I'm in charge of this company, and this company supplies durable medical equipment to people in the community. The process is for me to receive the required physician order and insurance information from the facility. Then the medical equipment would be delivered to the person's home, or the facility requested. I work with the facility in question; however, I have no information on record for R1. No one from the facility requested any equipment for R1."</p> <p>On 10/4/243 at 2:40 PM, V10 [Therapy Director] stated, "R1 is alert and oriented X2-3 and</p>	S9999		

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S9999	Continued From page 7 confused sometimes. I explained to V3 that R1 needed a wheelchair and a bed side commode for safe mobility and transfers along with 24-hour care. V3 told me that R1 would be going home upon discharge, and R1 did not have any equipment at home. Social service is responsible to order needed equipment at home. R1's last day of therapy was on 9/14/23." On 10/4/23 at 1:37 PM, V7 [Social Service Assistant] stated, "I've been working here for 15 years as a social service assistant. I am not a social worker. I assess cognition, talk with the residents, follow up on behaviors, write care plans, and code the minimum data sets [MDS]. I have nothing to do with discharge planning. My director of social services [V8] completes the discharge planning. I wrote the social service discharge note for R1 dated 9/15/23 at 15:00, only because V8 was off work on vacation. R1 was a pleasant lady, alert, and oriented x1-2 with periods of confusion and needed extensive assistance. V8 had set up arrangements already for R1 and gave me the DME [Durable Medical Equipment] phone number to fax the order to, and I faxed the information on 9/15/23. On 9/18/23, I phoned V3 [R1's family member] to follow up. V3 told me the equipment was not there and he has spoken to the company to see if they will provide the equipment for R1. I did not call the DME company, because V3 said he had the number and already faxed the company. I did not follow back up with V3 to see if the equipment was delivered." On 10/4/23 at 2:10 PM, V8 [Social Service Director] stated, "I was off work on vacation from 9/13/23 thru 9/24/23 and returned back on 9/25/23. While I was gone, V7 [Social Service Assistant] was covering the facility. I provided V7	S9999		

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S9999	<p>Continued From page 8</p> <p>with a discharge calendar and instructions. R1 was here for therapy with her personal insurance. R1's insurance company only gave the facility a 48- hours-notice, when the insurance will stop paying for services. R1's insurance company gave me a 48-hour notice on 9/12/23 via email. I called the first contact on R1's face sheet to notify the family. R1's daughter told me R1 was going back to assisted living facility, so that's why I did not order any DME equipment. I did not document in R1 electronic chart I just wrote it in on the Notice of Medicare Non-Coverage form. The next day on 9/13/23, I was off work on vacation. However, I left the referral and physician order with V7, all she had to do was fax the orders to the home health agency and DME company. I prepared the documents just in case R1 was going home. V7 could've sent the wheelchair here at the facility home with R1. That is what I do, if the DME is not going to be delivered on time."</p> <p>On 10/5/23 at 10:15 AM, V2 [Director of Nursing] stated, "R1 is alert x2-3 with periods of confusion. R1 needs extensive assist for transfers. I was informed from V8 that R1 was going back to assisted living facility and R1 had a house but could not live there. V9 spoke with V3 [R1's family member] on 9/15/23 and told V3 there was no guarantee the DME (wheelchair and bed side commode) would be delivered on Saturday (9/16/23). Due to R1 being an insurance cut, that if R1 was not discharged by 9/16/23, then V3 would be responsible to pay \$333.00 per day. V3 made the decision to take R1 home on 9/16/23. V7 told me she faxed over the order to the home health agency and DME company. V7 and V9 took over the discharge process with V3, because V8 was on vacation. The insurance cut occurred on 9/12/23, and V8 started her vacation on</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>9/13/23. V7, V9 nor I called the assistant living facility for a transfer in care. V9 intervened and assisted V3 from that point. When V8 received the insurance cut on 9/12/23, V8 should've had a clear understanding where R1 was going, to have the DME delivered timely. If a resident is discharged without the needed DME, the discharge could potentially be unsafe for the resident."</p> <p>On 10/5/23 at 10:45 AM, V9 [Unit Manager/Registered Nurse] stated, "I started working here around 9/12/23. V7 came to me for a care plan for a discharge meeting with V3. V8 was out of town so I spoke with the family. During the care plan discharge meeting, V3 was made aware that R1 was cut by her insurance and need to be discharged by 9/16/23 or the family would need to pay \$333.00 per day. V3 wanted R1 to be discharged home because the family did not have the \$333.00 per day to pay. I told V3 that DME would not be there by 9/16/23, however V3 insisted for R1 to be discharged. The physician was made aware and gave the discharge order for R1 to go home on 9/16/23. V7 faxed over the information for home health and DME. I not sure what happened after that."</p> <p>On 10/5/23 at 11:20 AM, V1 [Administrator] stated, "I've been an administrator since 1999. I have been working here since this April 2023. This facility has 240 beds. I have one social worker [V8] and one social worker assistant [V7]. V8 was on vacation from 9/13/23 thru 9/24/23 and returned on 9/25/23. V7 is not a social worker, but she was covering V8, we do not have any other social worker to cover. V8 was issued Notice of Medicare Non-Coverage was ending for R1 on 9/12/23. R1 was to leave on 9/14/23. V3 told the V8 that R1 was going back to assisted</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>living facility. The last minute, on 9/15/23 V3 told the V7 that he wanted to take R1 home and needed DME delivered to the house by 9/18/23. V3 understood that the equipment will probably not deliver by 9/16/23 and he could have paid \$333.00 per day for R1 to stay until the following Tuesday to ensure the equipment would be at the home. V3 did not want to cover the cost, so he took R1 home on 9/16/23. I was not aware that R1 never received her DME equipment/supplies. V8 doesn't work on the weekend anyways. All this happened on a weekend, not sure why a social worker needed to be involved on a Saturday. If V8 was not on vacation, she still would not have been in the facility on that Saturday anyways. If a resident is discharged without the necessary DME, potentially it can cause nothing, or a fall, increase in pain or an injury."</p> <p>Policy document in part: Notice of Transfer and Discharge dated 5/8/23. -Discharge from the facility will include review of all necessary items to maintain the individuals highest practical well- being. This includes necessary DME or equipment.</p> <p>(B)</p>	S9999		