

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6014518	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 07/03/2023
NAME OF PROVIDER OR SUPPLIER MEADOWBROOK MANOR - NAPERVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 720 RAYMOND DRIVE NAPERVILLE, IL 60563		
(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
S 000	Initial Comments Investigation of Complaint #2375303/IL161398	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.3240a) 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 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.	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>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>Based on interview and record review, the facility failed to protect the resident's right to be free from neglect when a nurse refused to provide R1 with feeding assistance while administering crushed medications to the resident.</p> <p>This failure resulted in psycho-social harm for the resident, when R1 said she felt anxious at the thought of not receiving her medications, was unable to sleep, and felt powerless to help herself.</p> <p>This applies to 1 of 4 residents (R1) reviewed for improper nursing care in the sample of 4.</p> <p>The findings include:</p> <p>On June 29, 2023 at 9:33 AM, R1 was sitting at the side of her bed. R1 was attempting to eat her breakfast. R1's hands appeared shaky, and all of her finger joints appeared swollen. R1 said she has arthritis in her hands, making simple tasks difficult for her. R1 said, "There were three different times recently when [V3] (LPN-Licensed Practical Nurse) refused to help me take my medications. I get my medications crushed with pudding or applesauce. All of the other staff crush the medications and then feed them to me with a spoon or using a tongue depressor. Three different evenings, [V3] refused to give me my medications. She said she would not feed the medications to me, and if I wanted the medications, I would have to feed myself. She crushed the medications, put them in a little cup</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>and left them on the bedside table for me to take. I asked her to feed them to me and she refused to feed me. I was unable to take the medications. Look at my hands! I have arthritis so bad that I cannot hold that tiny cup in my hand and feed myself. I can barely feed myself my meals as it is. Not only that, but I broke a bone in my left hand recently, and it is painful. [V3] refused to give me the medications and walked away. It made me feel very upset. I have anxiety, and that kind of thing makes me nervous. It was evening, right before bedtime, and then I could not sleep all night because I was so upset that she treated me that way. I felt totally helpless. I was not able to take my medications. I was powerless to help myself, and my only option was to call my daughter and ask her to intervene on my behalf."</p> <p>The EMR (Electronic Medical Record) shows R1 was admitted to the facility on October 28, 2021. R1 has multiple diagnoses including, osteoarthritis, chronic DVT (Deep Vein Thrombosis) of the lower extremity, atrial fibrillation, heart failure, cardiomyopathy, dyskinesia of the esophagus, aortic aneurysm, left shoulder rotator cuff tear, anxiety, presence of a cardiac pacemaker, presence of an artificial hip joint, hearing loss, and mitral valve prolapse.</p> <p>R1's MDS (Minimum Data Set) dated April 26, 2023 shows R1 is cognitively intact, is able to eat with supervision, and requires extensive assistance with all other ADLs (Activities of Daily Living). R1 is frequently incontinent of bowel and bladder.</p> <p>R1's left hand Radiology Results Report dated June 6, 2023 shows R1 has "Diffuse soft tissue swelling and acute fracture of the proximal phalanx of the fourth digit (ring finger)."</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>On June 16, 2023 at 8:45 PM, V3 (LPN) documented, "8:00 PM nurse passing medications to resident, and resident states that nurse is supposed to feed the medications to her and if you do not I'm going to tell [V8] (ADON-Assistant Director of Nursing) that you left my medication at my bedside. I know you are not supposed to leave it here. Nurse asked the resident are you going to take your medication? If not I will get rid of them. Nurse replied, "I'm not supposed to feed you the medications because you can use your hands and you can feed yourself food, which is why you can take your medications yourself. Resident replied, no I'm not going to take them."</p> <p>On June 16, 2023 at 9:26 PM, V3 (LPN) documented, "At 9:05 resident's daughter (V5) called the facility to speak with the nurse. She wanted to know why resident did not get her medications. Nurse explained to her as to what happened during the 8:00 PM medication pass, and the family understood and asked nurse if she can please make more medication to give to her because there were important meds she had to take, nurse replied yes that would be no problem. Medications were made over, and nurse gave resident her medications to take."</p> <p>On June 17, 2023 at 8:37 PM, V3 (LPN) documented, "8:00 PM nurse passing medication to resident, medication was given resident states, "I want you to feed it to me." Nurse replied, we went through this yesterday concerning your medications (you can do this yourself). Resident was again educated on taking her medication, when nurse gave her the meds in the cup, resident says, "leave them here." The nurse states I can't do that." Nurse also states can I</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>have them back if you are not going to take them as nurse began to pick them up resident grabbed from my hand. The other nurse [V10] (LPN) was across the hall and resident says I want her (V10) to feed them to me. Nurse asked [V10] can she please give resident her meds and she replied, "yes."</p> <p>On July 3, 2023 at 1:32 PM, V10 (LPN) said, "I was passing my meds and I overheard the conversation between [R1] and [V3]. [R1] was very upset. I am very familiar with [R1's] preferences. She has preferences as to how she takes her medications and getting the care she needs. I feed her the medications every time I administer them. Ever since I've known [R1] she has been particular. Also, she was recovering from a fractured finger, she has a lot of pain, and it is hard for her to reach her arms above a certain point due to bursitis in her shoulders. It is easier for her if we feed the medications to her, and how she prefers it. I don't know why [V3] (LPN) wouldn't just give the medications. [V3] kept trying to explain to the resident that she is in rehab, and she should be able to feed herself, and [R1] couldn't understand why she could not have her medications fed to her. I was out in the hallway passing medications to the residents assigned to me, and I could see [R1] kept looking at me to help. I didn't want [R1] to miss her medication, and for that reason I offered to assist her. I stepped in and gave the medications because [V3] refused to."</p> <p>On June 24, 2023 at 8:47 PM, V3 (LPN) documented, "8:30 PM nurse asked the other nurse to give resident her medications D/T (due to) resident not wanting to take meds from her nurse. Medications was given to resident to take, resident states to the nurse, "You are supposed</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>to feed me the medication because it is a matter of life and death!" Nurse replied, "That is why you should take your medication." Nurse went to her med cart and came back 10 minutes later, and resident had medication on the table. Nurse asked, "Why you didn't take your medicine?" Resident states, "It will stay here until someone feeds it to me." Nurse says, "The medication cannot stay here, I will return in 1/2 hour and if the medication is still here I will get rid of it because I can't leave medication at the bedside. Nurse informed [V5] (Daughter/POA-Power of Attorney of R1) about situation."</p> <p>On June 29, 2023 at 3:32 PM, V3 (LPN) said, "I used to work at the facility and then I left for a year or so.. When I used to take care of [R1], she could feed herself. We are a rehab facility. She wanted me to feed her the medications and I told her she could do it herself. She told me she wanted me to feed her the medications and I told her no. I left the medications in her room and thought she would try to feed herself the medications, but she did not. She kept telling me she wanted me to feed them to her. I was not going to do that because I don't want her to get weaker. She wanted me to feed her, and I said no. I left the medications on her bedside table. Later the CNA (Certified Nursing Assistant) came to me and said she helped the resident take her medication. I did not see the resident take the medications." V3 was asked if the nurse sees a decline in a resident, such as not being able to feed themselves as they did in the past, is the nurse supposed to refer the resident to restorative therapy or to the rehab department, but still provide the resident care, and V3 responded, yes.</p> <p>On July 3, 2023 at 9:27 AM, V5 (Daughter/POA of</p>	S9999		

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S9999	Continued From page 6 R1) said, "The first time [V3] refused to feed the medications to my mom (June 16, 2023), my mom called me and said [V3] won't give me my medications. All of the staff know she needs her medications crushed and put in pudding and fed to her. She has arthritis in her hands and a fracture in her left hand. This nurse (V3) refused to feed it to her and left the medication sitting there. [R1] called me and told me about it. I called and spoke to [V3] and [V3] said she would not feed the medication to my mom. The second time [V3] called me and told me my mom refused to take her medication. It really was a matter of [V3] telling my mom to take it yourself, you are capable, and my mom being unable to feed herself. I said to the nurse, come on, can you please just give the medication to her, and she responded, "I won't do it." [R1] did the best she could, and she had to have an aide help her, but she could not do it unassisted. After the first incident on June 16, I spoke to [V8] (ADON) and she said she spoke to [V3], and the situation was taken care of. I assumed the facility would not have [V3] care for my mom again. That did not happen, because I got a second phone call on June 17. I had assumed the nurse was reassigned to other residents, and theoretically she will never work with my mother again, but that would mean she will be able to do that to other residents. [R1] was very upset because she did not understand why every other staff member has no problem feeding her the crushed medications, but [V3] refused to. She was very anxious. This place is her whole world. It just upset her. When she becomes anxious, then her hands get shaky, and it makes it worse, and harder for her when it comes to feeding herself, and her blood pressure typically goes up because that has always been her response to stressful situations. She said she felt powerless, and indeed she was	S9999		

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S9999	<p>Continued From page 7</p> <p>powerless, and unless I am standing there, I cannot help her. This really created a lot of anxiety for my mom. Then she couldn't sleep because she was so upset. I am not aware there was a third instance on June 24, 2023."</p> <p>On June 29, 2023 at 11:30 AM, V8 (ADON) said the first time V3 (LPN) refused to feed medication to R1 was on June 16, 2023. On the second occasion, (V10) (LPN) separated R1 and V3 and spoke to V3 off the unit and said residents should not be spoken to the way she heard V3 speak to R1. V8 continued to say she was contacted by V5 (Daughter/POA of R1) regarding the issue with V3 refusing to feed medications to R1. V8 said, "[V3] was refusing to place the medications in [R1's] mouth because she said [R1] could do it herself."</p> <p>The facility's policy entitled Administering Oral Medications, revised October 2010, shows: " 12. Place medications on the bedside table or tray. 15. Offer water to assist the resident in swallowing medications. 16. Allow the resident to swallow oral tablets or capsules at his or her comfortable pace. 20. Remain with the resident until all medications have been taken."</p> <p>(B)</p>	S9999		