STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

(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 Complaint Investigation 2487182/IL177721 2487585/IL178272	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1010i) 300.1210b) 300.1210c) 300.1210d)3) 300.1210d)6) 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 i) At the time of an accident or injury, immediate treatment shall be provided by personnel trained in first aid procedures. (B)	S9999		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

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S9999	Continued From page 1 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. c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan. 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: 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. 6) 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. These requirements are not met as evidenced by: Based on record review and interview the facility	S9999		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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S9999	Continued From page 2	S9999		

failed to implement care plan interventions, failed to conduct a physical assessment, failed to obtain vital signs, failed to contact the Physician/Nurse Practitioner, failed to ensure that a Nurse was on the unit when EMS (Emergency Medical Services) arrived, failed to follow Physician orders, and/or failed to provide timely care to three of three residents (R2, R3, R4) reviewed for change in condition. These failures resulted in: R2 sustaining abdominal pain secondary to small bowel obstruction and death caused by septic shock with multi organ failure likely from ischemic bowel. In addition, R3 sustained "excruciating pain" due to pulmonary embolism.

Findings include:

1. On 9/19/24, IDPH (Illinois Department of Public Health) received allegations that the facility failed to send a resident to the hospital (for emergency care) in a timely manner.

R2's diagnoses include but not limited to schizoaffective disorder, dementia, rhabdomyolysis, CKD (Chronic Kidney Disease), hemiplegia and hemiparesis following non-traumatic intracerebral hemorrhage affecting left side.

R2's (10/2/23) functional assessment affirms supervision or touching assistance is required for eating and partial moderate assistance is required for toileting.

R2's care plan includes (6/2/21) Resident is at risk for renal insufficiency related to history of CKD and rhabdomyolysis. Intervention: monitor and report any signs of vomiting, muscle discomfort, fever, and generalized weakness. Monitor and report changes in mental status.

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	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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S9999	Continued From page 3	S9999		

R2's (2/16/23) POS (Physician Order Sheets) include anti-psychotic medication use: observe closely for significant side effects, sedation, loss of appetite, and constipation. Enter the number of times side effect noted (requires progress note of physician notification for each occurrence).

R2's (10/2/23) progress notes state 12:29pm, Chief complaint: review of depression symptoms. Patient reports mood is "Ok." She appears confused but can answer simple questions. Claims to feel sad because her son passed away a week ago. No notes seen about her son's recent passing. Appetite is less because of feeling sad. 9:12pm, Writer made aware that family member (V5) in residents' room has phoned 911 for resident complaining of not feeling well. Unit supervisor made aware; PCP (Primary Care Physician) paged to make aware. Appropriate paperwork given to EMT's (Emergency Medical Technicians) patient transferred via gurney x2 [vital signs and physical assessment are excluded].

On 9/26/24 at 1:02pm, surveyor requested R2's (10/2/23) SBAR (Situation Background Assessment Recommendation) and/or change in condition report (which include vital signs at time of transfer) however neither were received during this survey.

On 9/26/24 at 2:15pm, surveyor inquired from V5 (Family) about R2's (10/2/23) change in condition. V5 stated, "I (V5) went up there (facility) and my mother (R2) looked like her normal self, but she (R2) wasn't asking for food, and she usually likes to eat. She (R2) said that she was nauseated and hadn't eaten in a while, so I (V5) told the Nurse, and the Nurse seemed a little lax about it. My

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

(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	Continued From page 4	S9999		

brother (V6) went up there around 9:00 at night and said she (R2) still didn't eat so I (V5) told him (V6) to call 911. When the EMT's got there they said ain't nobody up on the floor to give them any paperwork. When I (V5) got to the hospital, I found out she (R2) hadn't pooped for 2 weeks, and the doctor told me she threw up her bowels in the CT (Computed Tomography) scan. She (R2) had a bowel obstruction that led to sepsis. The nursing home was supposed to be recording her bowel movements and her eating. If they (facility staff) knew that there was a problem ahead of time, why did the family have to get her (R2) out of there (facility). Nurses are supposed to know the signs that something is wrong and be monitoring your input and output. It's basically a case of neglect. She passed away October 4th, 2023."

On 9/26/24 at 2:21pm, surveyor requested R2's September/October (2023) input and output (including bowel movements) documentation however neither were received during this survey.

On 9/30/24 at 10:12am, surveyor inquired about R2's (10/2/23) change in condition, V8 (LPN/Licensed Practical Nurse) stated "I (V8) was not taking care of her (R2) that day. I was called downstairs by the CNA (Certified Nursing Assistant) to take care of some paperwork for her (R2). The Nurse was out on a lunch break to my understanding. The family was at the bedside and called 911 to have her (R2) sent out to the hospital. I printed out the face sheet and the orders, those are the necessary documents when you send somebody out" [SBAR and/or change in condition report were excluded]. Surveyor inquired if V8 assessed R2 prior to transfer, V8 responded "No, she was already on the gurney to be transferred when I came down." Surveyor

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

(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	Continued From page 5	S9999		

inquired if V8 obtained R2's vital signs prior to transfer, V8 replied "No, she was already on the gurney for transfer." Surveyor inquired who covers the unit while the Nurse goes on break, V8 stated "The other Nurses are supposed to be made aware when you go on break so they can cover for you." Surveyor inquired if there was a Nurse manager on duty that day, V8 responded "I don't recall." Surveyor inquired how many (evening shift) Nurses are assigned to each floor, V8 replied "There's 2 on each unit." Surveyor inquired if any Nurses were present on R2's unit during change in condition and/or transfer, V8 stated "Not on that unit when I arrived, no."

R2's (10/2/23) history & physical states resident presented to the ED (Emergency Department) with abdominal pain and vomiting. Report obtained from EMS states that patient was on a non- nursing floor at her nursing home with no providers on the floor when she was found vomiting profusely complaining of left lower quadrant abdominal pain. CT (Computed Tomography) scan was obtained with signs of bowel obstruction. While in CT scan patient had an episode of emesis which was presumed to be aspirated because afterwards, she became slightly more hypoxic. General surgery evaluated the patient and placed an NG (Nasogastric) tube with brownish output. After placement of NG tube patient's clinical status deteriorated becoming increasingly hypoxic and tachycardic and as the patient has a contraindication to BiPAP with the persistent vomiting a decision was made to intubate for this hypoxia. Notable labs include elevated creatinine from baseline, elevated lactate 6.5 and slight leukocytosis 13.7. While in the ER, blood pressures were difficult to obtain with the most readily available pressure reading of 140/auscultation with subsequent decline to

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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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	Continued From page 6	S9999		

80/auscultation. She was started on Levophed (vasoconstrictor used to treat life-threatening low blood pressure) at that time and quickly escalated to max dose.

R2's (10/3/23) surgery consult states patient presented from nursing home with 2 weeks of abdominal pain and poor oral intake. Patient reports she had 2 weeks of abdominal pain, and no bowel movements though continues to pass gas. CT abdomen and pelvis finding concerning for small bowel obstruction.

R2's (10/3/23) history of present illness states resident presented to ER from nursing home due to abdominal pain with vomiting. Per notes, for two weeks. Patient was revealed to have a small bowel obstruction with an NG tube placed. However, patient's condition worsened and required intubation due to hypoxia which the patient started to vomit fecal material. Patient was started on IV Zosyn (Antibiotic) and Doxycycline (Antibiotic) for aspiration pneumonia.

R2's (10/4/23) discharge summary states despite full life-sustaining measures patient gradually became PEA (Pulseless Electrical Activity) and time of death pronounced at 11:00am. Cause of death septic shock with multi organ failure likely from ischemic bowel.

On 9/30/24 at 12:43pm, surveyor inquired about the expectation of Nurse's when residents experience a change in condition V7 (Medical Director) stated "The Nurse should be at minimum getting vital signs, reviewing any obvious history of the patient and calling the physician." Surveyor inquired if a resident has not had a bowel movement for 2 weeks what's the potential harm, V7 responded "The potential

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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S9999	Continued From page 7	S9999		

for harm is it can lead to fecal impaction, horrible pain, decreased appetite, or a bowel obstruction." Surveyor inquired if a resident vomits feces what's the potential harm, V7 replied "I think there's a lot of potential for harm, they can have pneumonia or upper GI (Gastrointestinal) pain, but I think the biggest thing would be aspiration pneumonia."

2. R3's diagnoses include COPD (Chronic Obstructive Pulmonary Disease).

R3's (6/14/24) care plan states resident has the potential for impaired gas exchange related to COPD. Intervention: monitor and report signs/symptoms of respiratory distress unrelieved with treatment to medical doctor. Monitor resident for shortness of breath and implement interventions as ordered if needed.

R3's POS includes (6/14/24) oxycodone 5mg every 4 hours as needed for moderate pain and (7/1/24) stat left rib x-ray.

R3's progress notes include (7/1/24) 12:30pm, resident complained of pain in chest upon inhalation causing him to have a hard time breathing deeply. Information relayed to Nurse Practitioner who gave order for a chest x-ray of the left rib. Order noted and carried out. Writer scheduled x-ray with (provider) who was unable to provide an ETA (Estimated Time of Arrival). 8:30pm, [8 hours later] resident complained of pain to exterior left side of chest wall. Resident informed nursing staff on AM shift, orders received for stat CXR (Chest X-ray). While resident was awaiting arrival for CXR to be complete, resident proceeded to call 911 using his personal phone. Resident CXR was not completed as ordered. Pain 5/10, resident

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	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

(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	Continued From page 8	S9999		

receives oxycodone 5mg (milligrams) per orders. (7/2/24) Resident admitted to ICU (Intensive Care Unit) diagnosis pulmonary embolism.

R3's (9/20/24) BIMS determined a score of 15 (cognition intact).

On 9/25/24 at 3:36pm, surveyor inquired about R3's (7/1/24) change in condition. R3 stated "That's when I had the blood clot. I had to call and go to the hospital; the pain was too bad for me to breathe and move around." Surveyor inquired what the staff implemented when they were made aware of R3's change in condition R3 responded "The 2nd shift called someone, and they supposed to be sending someone to do some x-ray, but they never showed up. When it came to the 3rd shift, I was in excruciating pain. I had asked them (staff) to call the doctor, but they kept saying what the other shift did, so I had to call 911 myself. The doctor said I had a blood clot."

On 9/30/24 at 10:45am, surveyor inquired about R3's (7/1/24) change in condition, V10 (LPN) stated "He (R3) was complaining about chest pain that day, only when he breathed in deep, he said he had a sharp pain. So, I (V10) listened to his (R3) heart sounds, lung sounds everything sounded clear, and his oxygen saturation was fine. I called the doctor and let her (doctor) know that he was in pain, she (doctor) ordered a stat chest x-ray. I called to schedule the x-ray and charted that he (x-ray provider) was unable to provide an ETA." Surveyor inquired if V10 contacted the doctor to report that the x-ray provider was unable to provide an ETA for R3's x-ray (which was ordered stat), V10 responded "No."

On 9/30/24 at 12:48, surveyor inquired if a

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

(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	Continued From page 9	S9999		

procedure is ordered stat what's the expected turnaround time, V7 (Medical Director) stated "I would say like 2 hours for someone to draw blood or get an x-ray because we need to call somebody to come and do that." Surveyor inquired if an x-ray is ordered stat and the provider is unable to do it stat what should be done, V7 responded "I would recommend the patient go to the hospital to get more immediate care." Surveyor inquired if a resident has chest pain upon inspiration and difficulty breathing what's the potential cause, V7 replied "Two potential causes could be a heart attack or could be a pulmonary embolism." Surveyor inquired if a pulmonary embolism is not treated timely what's the potential harm, V7 stated "death."

3. R4's diagnoses include obesity, hemiplegia affecting right dominant side, constipation, and cognitive communication deficit.

R4's (6/28/23) care plan states resident has a diagnosis of constipation. Interventions: Monitor/document/report to medical doctor signs and symptoms of complications related to constipation.

R4's (7/21/24) POS includes stat KUB (Kidney Ureter Bladder).

R4's (7/21/24) progress notes state 10:00am, resident observed projectile vomiting x2. Bowel sounds normal in all 4 quadrants. No distention noted. When asked if resident was nauseous or in pain, she shook her head no. Writer relayed this information to NP (Nurse Practitioner) who gave the order to get a stat KUB. (X-ray provider) phoned to schedule stat KUB and gave an estimated time of arrival 4-6 hours. 10:25pm, Writer relayed results of resident's KUB to NP.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	IL6003958	A. BUILDING: _____ B. WING _____	C 09/30/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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S9999	Continued From page 10	S9999		

R4's (7/21/24) abdomen x-ray results affirm it was electronically signed at 8:03pm [x-ray performed time is excluded].

R4's (7/12/24) BIMS affirms resident is rarely/never understood.

On 9/24/24 at 2:39pm, surveyor spoke to R4 however received no verbal response.

On 9/30/24 at 10:28am, V10 (LPN) stated "Whenever there's any change in condition you will do an SBAR." Surveyor inquired when R4's (7/21/24) KUB was obtained, V10 stated "I scheduled a stat KUB, and they (x-ray provider) gave an ETA of 4 to 6 hours." Surveyor inquired about stat turnaround time, V10 responded "I believe it's between 2 to 4 hours." Surveyor inquired if V10 contacted the Nurse Practitioner to report that the x-ray providers ETA was going to be 4 to 6 hours (therefore not stat), V10 replied "No, I should have called the doctor." Surveyor inquired when R4's (7/21/24) KUB was obtained, V10 stated "I'm not sure but it says I relayed the results at 10:25pm [roughly 12 hours after orders were received]. I'm not exactly sure what time they (x-ray provider) came."

The change in resident's condition policy (reviewed 11/2023) states Nursing will notify the resident's physician or nurse practitioner when: there is significant change in the resident's physical, mental or emotional status. It is deemed necessary or appropriate in the best interest of the resident. Communication with the resident and their responsible party as well as the physician/NP will be documented in the resident's medical record or other appropriate documents.

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
MORGAN PARK HEALTHCARE	10935 SOUTH HALSTED STREET CHICAGO, IL 60628

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S9999	Continued From page 11 (AA)	S9999		