

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002075	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/24/2024
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NAME OF PROVIDER OR SUPPLIER CONTINENTAL NURSING & REHAB CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 5336 NORTH WESTERN AVENUE CHICAGO, IL 60625
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S 000	Initial Comments Complaint Investigations: 2488528/IL179564 2488130/IL178985	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	S9999		

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Electronically Signed

TITLE

(X6) DATE
11/14/24

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S9999	<p>Continued From page 1</p> <p>resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to ensure that one resident (R2) was free from staff to resident mental abuse. This failure affected one resident (R2) in a total sample of three reviewed for abuse. This failure resulted in (R2) experiencing mental anguish.</p> <p>Findings include:</p> <p>On 10/22/24 at 11:28am R2 stated on 10/11/24 V12 (Psych tech) came to her room and threatened to have R2's green pass privileges removed if R2's family member continued to call the facility with complaints.</p> <p>On 10/23/24 at 10:30am R2 stated, "The facility threatening to take my pass away made me feel threatened and abused. All me and my family did was advocate for them not picking me up. The mental abuse here is terrible. I don't feel safe here. V12 eyeballs me now but he doesn't say anything to me."</p> <p>On 10/22/24 at 12:15pm V12 stated that he only informed R2 that V13 (social service coordinator/SSC) wanted to speak with R2</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>regarding pass privileges.</p> <p>On 10/23/24 at 11:03am V12 read aloud V12's witness statement, "Early a message was relayed to me that by the actions of her (R2's) sister calling the facility calling on her behalf saying there's no transportation for her, by the actions could get her pass took."</p> <p>On 10/22/24 at 12:40pm V13 stated that she never requested R2 to come to speak with her. V13's witness statement documents in part, "R2 came to front office to discuss possible green pass issues. Resident was agitated with the news ...she (R2) felt he (V12) disrespected her (R2) by letting her know I (V13) would have to speak with her about her pass."</p> <p>R1's witness statement documents in part, "I (R1) heard V12 say to R2 your green pass is in jeopardy."</p> <p>On 10/23/24 at 1:46pm V2 (Assistant Director of Nursing/ADON) stated that on 10/11/24 R2 came to his office and told him that she (R2) was threatened to have her green pass privileges removed by V12 and V13. V2 stated that R2 informed him that she did not feel safe with V12 and V13. V2 stated that he asked R2 to calm down and have a seat in his office. V2 stated that he spoke to R2's roommate who witnessed V12 make the statement regarding the pass. V2 stated that R2's roommate R1 stated that V12 told R2 that her green pass was in jeopardy. V2 stated, "A threat to take something away from someone is verbal abuse."</p> <p>On 10/23/24 at 2:58pm V1(Administrator) stated, "Threatening to remove someone's privileges could be a form of abuse but in this situation, I</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>don't believe that it was. Out of all the residents that reside here, I've completed the most abuse allegations for R2."</p> <p>R2's care plan dated 10/16/24 titled "Abuse, Neglect, Trauma Factors" documents in part, "The resident will be treated with respect, dignity and reside in the facility free of mistreatment."</p> <p>R2's medical diagnoses include chronic obstructive pulmonary disease, unspecified sequela of cerebral infarction, anxiety disorder, gastro-esophageal reflux disease without esophagitis, major depressive disorder, post-traumatic stress disorder.</p> <p>R2's Minimum Data Set (MDS) dated 10/16/24 has a brief interview for mental status (BIMS) score of 14 which indicates R2's cognition is intact.</p> <p>R2's active physician order dated 8/12/24 documents, "Resident may go out on green pass."</p> <p>Facility's job description titled "Psychiatric Technician" documents in part, "Essential Position Functions ...Intervenes with clients in a manner that offers dignity and support."</p> <p>Facility's policy revised 3/1/21 titled "Abuse Prevention Program" documents in part, "It is the policy of this facility to prohibit and prevent resident abuse, neglect, exploitation, mistreatment, and misappropriation of resident property and a crime against a resident in the facility."</p> <p>Facility's undated policy titled "Your Rights and Protection as a Nursing Home Resident"</p>	S9999		

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S9999	Continued From page 4 documents in part, "You have the right to be free from abuse and neglect: You have the right to be free from verbal, sexual, physical, and mental abuse." (B)	S9999		