

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002273	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/15/2024
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NAME OF PROVIDER OR SUPPLIER CRESTWOOD TERRACE	STREET ADDRESS, CITY, STATE, ZIP CODE 13301 SOUTH CENTRAL AVENUE CRESTWOOD, IL 60445
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S 000	Initial Comments Complaint Survey: 2491959/IL170738	S 000		
S9999	Final Observations Statement of Licensure Violations 300.1210b) 300.1210c) 300.1210d)2 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: 2) All treatments and procedures shall be administered as ordered by the physician. These Requirements were NOT MET as evidenced by:	S9999		

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

TITLE

(X6) DATE

Electronically Signed

04/05/24

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S9999	<p>Continued From page 1</p> <p>Based on interview and record review, the facility failed to ensure a lab draw for an antiseizure medication was completed as ordered for two residents (R1, R2) out of three reviewed for physician orders in a total sample of five. This failure resulted in R2 suffering a seizure and being sent to the hospital where the antiseizure medication level was low.</p> <p>Findings Include:</p> <p>R2 is a 54 year old with the following diagnosis: idiopathic epilepsy and paranoid schizophrenia.</p> <p>On 3/13/24 at 12:00PM, R2 was unable to remember when R2 went to the hospital last, but reported it was due to having a seizure while at the facility. R2 stated R2 was born with seizures and R2 has to take medications to control them. R2 was not aware of any missed blood draws. R2 does not remember the last time R2's blood was drawn at the facility. R2 was unaware if any seizure medication levels were low.</p> <p>On 3/14/24 at 11:29AM, V10 (Nurse) was not able to remember a date but stated one day R2 was not responding and staring off while sitting in the dining room. V10 reported 911 was called for R2 having a seizure longer than one minute. V10 denied being aware of any missed laboratory work for R2. V10 was not aware the last time R2 had laboratory work completed for Dilantin levels. V10 stated a physician will put in an order for what date the laboratory work should be completed and then a requisition should be sent over to the outside laboratory company so they know what to draw when they come to the facility. V10 reported the outside laboratory company comes to the facility every Wednesday and Friday and collects from the residents that are on the</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>collection list. V10 stated if the physician ordered the laboratory work then the order must be followed.</p> <p>On 3/14/24 at V11 (Primary Physician) stated the Dilantin level is usually drawn every three months. V11 reported Dilantin is a very sensitive medication that must be tested to see if it is within normal limits. V11 stated the laboratory works must be completed so they know how to treat the seizures. V11 stated V11 had over 50 residents in the facility and was unable to report when R2's Dilantin level should have been drawn. V11 reported it is the responsibility of the nurse to keep track of orders in the system and complete them. V11 stated if the Dilantin level was tested as ordered and low then V11 would have treated the abnormal value.</p> <p>The Physician Order Summary documents an order for Dilantin (anti-seizure medication) laboratory blood work on 10/20/23 and 1/20/24. Both of these orders were placed on 10/19/23.</p> <p>The Laboratory Report dated 10/20/23 documents the Dilantin level was 14.8 ug/mL (normal is 10.0-20.0 ug/mL).</p> <p>There is no Dilantin level laboratory work documented after this date.</p> <p>A Daily note dated 1/21/24 documents the nurse observed R2 with seizure activity this morning. R2 was unresponsive in the day room in a wheelchair. R2 was assisted to the floor and placed on the left side. R2 had seizure activity for about five minutes. 911 was called and R2 was transported to the hospital.</p> <p>The Hospital Discharge Summary dated 1/21/24</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>documents the reason for visit was a seizure reevaluation and the diagnosis was seizure. The Dilantin level was measured while in the hospital and is documented as 2.6 ug/mL. This level is low. R2 was given an injection of Dilantin and sent back to the facility.</p> <p>The Care Plan dated 8/23/23 documents R2 has seizures/an epilepsy disorder and is it risk for complications. An intervention for this care plan is documented to obtain and monitor lab/diagnostic work as ordered. Report results to MD and follow up as indicated.</p> <p>R1 is a 47 year old with the following diagnosis: schizophrenia disorder, bipolar disease, and epilepsy with seizures.</p> <p>On 3/13/24 at 11:46AM, R1 reported R1 takes an antiseizure medication (Dilantin) to manage the seizures. R1 reported at the hospital R1's blood was taken and the Dilantin level was low but R1 did not know what the level was. R1 stated the hospital gave Dilantin via IV and sent R1 back to the facility. R1 was unaware how frequently the Dilantin levels need to be tested. R1 does not remember when R1 was last tested before being at the hospital.</p> <p>On 3/13/24 at 12:35PM, V5 (Nurse) stated V5 was not aware how often a Dilantin level should be checked. V5 reported all the orders the nurses need to follow are in the POS (Physician Order Summary) and will tell you what labs need to be drawn when. V5 stated the facility uses an outside laboratory company and a requisition must be sent to the company so the resident will have the lab draw completed. V5 reported this medication level must be checked to make sure it is therapeutic. V5 stated a resident could have a</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>seizure if the medication is not within range.</p> <p>On 3/13/24 at 12:52PM, V2 (Interim DON) stated R1's antiseizure medication levels are monitored through laboratory work ordered by the physician. V2 reported Dilantin levels are measured every three months. V2 stated R1 had Dilantin levels drawn in 10/2023 and other labs were ordered but did not have a result for 01/2024. V2 reported V2 nurses are responsible for checking and carrying out all the orders in the system. V2 denied being aware why these labs were not collected.</p> <p>On 3/13/24 at 1:35PM, V7 (Nurse) stated all orders must be completed as the physician order requires. V7 denied being aware of any missing laboratory works for R1. V7 stated the importance of checking the laboratory work is to "see what is going on" with a resident.</p> <p>On 3/13/24 at 1:49PM, V8 (Nurse) stated R1 is on Dilantin for seizures. V8 reported the level of this medication must be checked to make sure it is not too high or too low. V8 stated nurses must check the order sheet every day to ensure no new orders were placed on any residents. V8 denied being aware of any missed laboratory work for R1. V8 stated if any laboratory work is missed on the date it is to be collected then the physician should be notified.</p> <p>On 3/13/24 at 4:37PM, V9 (Primary Physician) stated R1 has a history of seizures and takes Dilantin. V9 reported that medication level needs to be collected every three to six months depending on what the previous levels were at. V9 stated the levels for this medication must be checked so make sure they are within a therapeutic range to prevent any seizures from occurring. V9 reported if there are no results for</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>the lab that was ordered in 01/2024 then that means it was not completed. V9 denied being aware that R1's Dilantin levels were low while R1 was in the hospital.</p> <p>The Physician Order Summary documents an order for laboratory work to be collected on 10/20/23 and 1/20/24. Both of these orders were placed on 10/19/23.</p> <p>A Physician note dated 10/20/23 documents R1 was assessed on this day by the physician. A blood test was ordered for a Dilantin level on this day.</p> <p>The Laboratory Report dated 10/20/23 documents R1 had a Dilantin level drawn on this day and it is documented at 7.8 ug/mL which is considered low (normal is 10-20 ug/mL).</p> <p>There is no documentation the facility provided to the surveyor during this survey that any lab work was drawn on 1/20/24 as ordered.</p> <p>A Nursing note dated 3/9/24 documents an ambulance was called per request of R1's family. The ambulance attendants arrived to the facility around 9:45 AM to transfer R1 to the hospital. R1 denied any complaints of pain and had no signs or symptoms of distress upon transfer.</p> <p>The Hospital Records dated 3/9/24 documents R1 present of the emergency department for evaluation of possible seizure. R1 had a Dilantin level drawn while at the hospital. The Dilantin level was 8.1 ug/mL which is considered low. R1 was given Dilantin via an injection to bring the level to normal and sent back to the facility.</p> <p>The Care Plan date 5/15/23 documents R1 has a</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>seizure disorder related to disease process and is at risk for complications. In intervention documents to obtain and monitor lab/diagnostic work as ordered. Report results to MD and follow up as indicated.</p> <p>The policy, titled, "Laboratory and Diagnostic Testing," dated 04/2020 documents, "Guideline: To accurately report and monitor laboratory and diagnostic testing. Standard: Laboratory and diagnostic testing are performed according to the order; Testing is based upon the resident condition and/or to monitor therapeutic blood levels for medication management. Oversight in coordination is completed by the Director of Nursing or designee ...Procedure: 1. The nurse receives the order for laboratory or diagnostic testing, and; c) Completes requisitions according to the date the test is to be completed. Laboratory requisitions are filed in designated accordion folder ... 2. Laboratory and diagnostic results are received and reviewed by the licensed nurse. 3. The nurse receiving the laboratory or diagnostic results a) The nurse documents in the medical record communication with the physician and/or extender regarding results."</p> <p>(B)</p>	S9999		
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