

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010144	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/09/2024
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NAME OF PROVIDER OR SUPPLIER GROVE OF ELMHURST, THE	STREET ADDRESS, CITY, STATE, ZIP CODE 127 WEST DIVERSEY ELMHURST, IL 60126
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S 000	Initial Comments Complaint Investigations: 2473314/IL172466 2473313/IL172465 2473320/IL172471	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 05/22/24
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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 Regulations are not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to protect the resident's right to be free from physical abuse by V3 (Agency CNA-Certified Nursing Assistant), when V3 punched R1 in the face and grabbed R1's lower arm. This applies to 1 of 4 residents (R1) reviewed for staff-to-resident abuse in the sample of 7.</p> <p>This failure resulted in R1 experiencing bruising on her face and lower arm and R1 experiencing a psychosocial impact. R1 stated she can still see V3's fist coming towards her face when she closes her eyes.</p> <p>The findings include:</p> <p>On April 30, 2024, at 11:09 AM, R1 was lying in bed in her room. R1 had dark purple bruising underneath her left eye, and dark purple bruising above her right eye in the crease between her eyelid and eyebrow. Green bruising was also visible across the bridge of R1's nose, and fading, yellow bruising was visible on R1's left forearm from her wrist up towards her elbow, approximately four to six inches. R1 stated the bruising on her forearm happened after V3 (CNA) tightly grabbed her wrist and forearm on Saturday, April 27, 2024. R1 stated the bruising</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>on her face, around her eyes and across her nose happened the same day, after she was punched in the face by V3 (CNA). R1 stated, "It was Saturday, April 27, after dinner. I did not like the way [V3] (CNA) was trying to change me, and I told her to stop. Then she started using a pillow and was hitting me all over my body with it, over and over. I kept telling her to stop it. Then she used her big fist and punched me right in the face. [V3] grabbed my arms and left bruising on my left arm that is now going away. I said, "Stop it! Stop it! Stop it!" It was very scary. I have three roommates, but they do not talk and could not help me. I prefer to not talk about it because it was a bad thing, and I don't like to think about bad things. But every time I close my eyes, all I can see is her giant fist coming towards my face. I did not put on my call light because I was afraid to. Later, [V15] (LPN-Licensed Practical Nurse) came in to check on me. I asked her for pain medication because my face was hurting. She asked me what happened, and I told her [V3] (CNA) hit me."</p> <p>The EMR (Electronic Medical Record) shows R1 is a 76-year-old female who was admitted to the facility on October 12, 2022. R1 has multiple diagnoses including, thoracic and lumbosacral intervertebral disc disorder, pressure ulcer of the right buttock, reduced mobility, chronic kidney disease, chronic pain syndrome, diabetes, dementia, bipolar disorder, depression, congestive heart failure, COPD (Chronic Obstructive Pulmonary Disease), and history of transient ischemic attack and cerebral infarction.</p> <p>R1's MDS (Minimum Data Set) dated March 22, 2024, shows R1 is cognitively intact, requires set up assistance with eating, substantial/maximal assistance with oral hygiene, dressing, and bed</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>mobility, and is dependent on facility staff for toilet hygiene, showering/bathing, personal hygiene, and transfers between surfaces. R1 has an indwelling urinary catheter and is always incontinent of stool.</p> <p>The EMR shows R1 has a care plan for being resistive to care, manifested by her depression and bipolar disorder diagnosis. The care plan was initiated on March 26, 2024. Multiple interventions initiated on March 26, 2024, show: "Create a warm, safe, and inviting environment for care, make sure lighting is adequate, try to create a home-like bathroom/shower area. Emphasize dignity. Emphasize soothing, kind, slow, and compassionate speech. Do not rush or hurry. Use body language that communicates patience."</p> <p>On April 30, 2024, at 11:22 AM, V15 (LPN) stated, "Around 7:45 PM, [R1] asked for her Tramadol (pain medication). V15 stated R1's Tramadol is scheduled to be administered at 9:00 PM. V15 stated I asked R1 why she needed pain medication early. She (R1) turned on her room light and was pointing to her right forehead, and I could see a bump and bluish discoloration around her right forehead, and she said [V3] (CNA) hit her. My whole body went cold because I have never had that happen, that someone said they were hurt by a staff member. The bruising was on her forehead, and I called [V1] (Administrator), the doctor, and the NP (Nurse Practitioner), and left a message for the family member. I then called the police, and the fire department. The paramedics came to the facility, but [R1] refused to go to the hospital and signed a paper to show she refused to go to the hospital. So, we did an X-ray. [R1] is a very particular resident about her care. She can be bossy. She is very alert. I sent</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>[V3] (CNA) home right away."</p> <p>On April 27, 2024, at 7:45 PM, V15 (LPN) documented, "While making rounds, resident complained of pain on her forehead. Assessed complete body of resident. Resident noted right forehead bump with bluish discoloration of the skin. Skin intact in the surrounding area. When the resident was asked what happened, the resident said, "The assigned CNA hit my face during ADLs (Activities of Daily Living). Ice pack applied to the site immediately. Neuro check started. No change in resident baseline mental status. Scheduled Tramadol given. Resident alert, oriented x/time 4 and verbally responsive. [V22] (Physician) and [V23] (NP) informed and ordered X-ray of the facial and nasal bones STAT. [V1] (Administrator informed. [V24] (Family member of R1) informed. Police were called and notified, with report number. Resident refused to go to the hospital to be checked even encouraged by NOD (Nurse on Duty) and the paramedics. Assigned CNA was sent home, pending investigation. Will continue to monitor resident."</p> <p>The facial and nasal bone X-ray dated April 27, 2024, showed: "Normal X-ray examination of the nasal bones. Follow-up by CT/computerized tomography scan of the facial bones."</p> <p>On April 30, 2024, at 5:14 AM, V21 (NP) documented, "Reason for visit: Comprehensive skin assessment. "[R1] in bed. Awake, alert, and verbal. Noted to have ecchymosis surrounding around both of her eyes. When asked patient what happened to her eyes, she states, "Oh that's something else." [R1] did not want to continue to talk about it."</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>On May 1, 2024, at 10:41 AM, V1 (Administrator) stated, "I was not able to speak to [V3] (CNA). On Monday, the detective came and told me that they found [V3] and there are approved charges to pick her up for aggravated battery. [V3] did not answer my calls. [R1] said [V3] came in to change her brief and [V3] pushed the resident on one side to remove the brief. [R1] told her she has a curved spine and when you put her in this position it hurts her. [R1] was trying to explain to [V3] how the other CNAs are able to do it, so it does not hurt her. When the CNA went around the other side and pushed her over in the bed, [R1] told [V3] "I told you it hurts me how you are doing it." The CNA started hitting her with the pillow. [R1] said she did not scream out for help. [R1] said she was back onto her back and told [V3] (CNA) she was a bully and possibly called her a dummy and that is when [V3] (CNA) punched her. [R1] did not call anyone for help and it was not discovered until [V15] (LPN) was making rounds. [V15] found the injury and reported it to me right away and we sent the CNA home."</p> <p>On May 1, 2024, at 12:08 PM, V16 (Police Detective) said, "I interviewed [V3] (CNA) on April 29, 2024, and she admitted to me that she punched [R1] and hit her with a pillow. She was charged with aggravated battery of a person 60 plus years old and she was taken to the county jail."</p> <p>On May 6, 2024, at 2:42 PM, V21 (NP) said she was asked to examine R1 on Tuesday, April 30, 2024, due to the abuse allegation. V21 found R1 to have bruising around both eyes which was not present on her last examination of R1 on April 25, 2024. V21 continued to say R1 can be particular about turning for wound and incontinence care</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>and prefers to roll in bed on her own. "If the CNA would have talked to her, [R1] would have told her how we turn her. We never turn her; she turns on her own. She has her way, and it works for her. She never complains of pain because she turns slowly on her own. She had to be punched right between her eyes to cause bruising on both eyes like that. It is fair to say the bruising around her eyes was caused by the punch."</p> <p>The facility's Abuse Report Final Form, submitted to (the State Agency) on May 2, 2024, at 2:00 PM shows R1 as the alleged victim, and V3 (CNA) as the alleged perpetrator. The final report shows: "A thorough investigation was conducted and physical abuse allegation against Agency CNA, namely [V3] has been substantiated."</p> <p>The facility's Abuse and Neglect Policy, effective date "7/14/23" shows: "Policy Statement: It is the policy of the facility to provide professional care and services in an environment that is free from any type of abuse, corporal punishment, misappropriation of property, exploitation, neglect, or mistreatment. The facility follows the federal guidelines dedicated to prevention of abuse and timely and thorough investigations of allegations. These guidelines include compliance with the seven (7) federal components of prevention and investigations. Abuse is willful infliction of mistreatment, injury, unreasonable confinement, intimidation, or punishment. Abuse assumes intent to harm, but inadvertent or careless behavior done deliberately that results in harm may be considered abuse. Types of Abuse and Examples: 1. Physical: Physical abuse includes but not limited to infliction of injury that occur other than by accidental means and requires medical attention. Examples: hitting, slapping, kicking, squeezing, grabbing, pinching,</p>	S9999		
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S9999	Continued From page 7 punching, poking, twisting, and roughly handling." (A)	S9999		
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