

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6015788</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 05/20/2024</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MARKLUND VAN DER MOLEN HOME</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>15406 WYATT DRIVE GENEVA, IL 60134</b>
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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
Z 000	<b>COMMENTS</b>  Complaint Investigation: 2472931/IL171906	Z 000		
Z9999	<b>FINDINGS</b>  Statement of Licensure Violations: 350.610a) 350.620a)  Section 350.610 Management Policies a) The facility's governing body shall exercise general direction of the facility, and shall establish the broad policies and procedures for the facility related to its purpose, objectives, operation, and the welfare of the residents served.  Section 350.620 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually.  This REQUIREMENT is not met as evidenced by:  Based on interview and record review, the facility failed to develop and implement an abuse program with specific protocols to prevent and protect clients from abuse or to identify when a client has been abused to prevent further abuse.  This has the potential to affect 16 of 16 clients in the facility (R1 to R16). All 16 clients are identified as at risk for abuse, totally dependent on staff,	Z9999		

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE <b>06/17/24</b>
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Z9999	<p>Continued From page 1</p> <p>and lack the cognitive and physical abilities to protect themselves from being abused.</p> <p>Findings include:</p> <p>The Facility Policy 7.01 on Suspected Abuse, Neglect, Mistreatment of a Client or Injury of Unknown Origin with effective date of 6/01/94 and revision date of 10/10/24 (sic) states: "Purpose: To clarify and outline steps when there is suspected abuse or neglect, death, financial exploitation, serious injuries of unknown origin that are not the expected outcome of the Client's condition or disease process, missing person, or criminal conduct. An occurrence report may be initiated by a Parent, Client, Staff or Volunteer. Sexual assault and physical assault are subsumed under abuse, while theft is part of criminal conduct. Policy: Any employee, family member, guardian or volunteer who suspects or witnesses or hears of the matters listed above must report it immediately to the administrator and/or staff member in charge of the facility at that time. The staff member in charge of the facility must then IMMEDIATELY report the matter to the Administrator or designee by making direct verbal contact. The witness must provide (Facility) with a written statement signed and dated detailing the alleged event. The witness must do his/her best to answer all pertinent questions (i.e., who, when, where, why and how) in regard to any reported manner. Definitions: IDPH (Illinois Department of Public Health): Abuse - any physical or mental injury or sexual assault inflicted on a resident other than by accidental means in a facility."</p> <p>The facility's abuse policy 7.01 does not include</p>	Z9999		

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Z9999	<p>Continued From page 2</p> <p>interventions to protect and prevent abuse of clients identified as high risk for abuse.</p> <p>E1's email correspondence dated 5/07/24 at 11:20 AM indicates the facility's abuse policy 7.01 correct revision date is 10/10/23.</p> <p>On 4/16/24 at 12:28 PM, E1 and E2 (Director of Nursing) stated "any unusual nursing assessment would trigger further investigation if needed. Staff are provided annual training on abuse policy. Incident reports are reviewed quarterly, and we look for any trends and any re-training needs. If any abuse or neglect is founded, re-training, developmental action or termination is the response to the issue as relevant."</p> <p>On 4/17/24 at 10:51 AM, E1 (Administrator) stated if direct care staff identify a medical concern or an injury, they verbally report it to the nurse. The nurse assesses the client and documents the findings. If there is an injury of unknown origin or something not physical, the nurse starts an incident report. The nurse manager follows up and does an investigation.</p> <p>On 4/17/24 at 2:52 PM, E22 (Nurse Manager) stated she is responsible for accident and incident reports. If something is reported to the nurse on duty, it gets reported to all the nurse managers, Director of Nursing (DON), and administrator. The nurse on duty assesses the client, writes down the details, initiates the initial report, collects witness statements, and sends staff home pending investigation. The nurse manager collects additional witness statements. The nurse manager looks at 72 hours of nurse's notes. The client is monitored for 72 hours after the incident. The administrator, DON, and nurse manager determine if abuse is founded or not.</p>	Z9999		

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Z9999	<p>Continued From page 3</p> <p>On 4/23/24 at 3:15 PM, E1 stated "if staff suspect abuse they immediately report to Administrator or designee. If staff have a concern, they will go to the nurse about it. If staff see abuse, the expectation is they are going to intervene and ensure the resident is safe and make sure the resident is not left alone. When abuse is observed the staff abuser will be removed."</p> <p>On 4/24/24 at 10:35 AM, E3 (Group home manager) stated "if one witnesses/suspects abuse of a resident, he or she should report it immediately per policy to administration or whoever is in charge of the shift, and it should be immediately reported to administration. If blatant or obvious abuse is witnessed for example a slap or physical injury or caught in the act of having sexual intercourse, it's a straight 911 call. If you can help intervene to prevent further injury, then you do so."</p> <p>On 4/24/24 at 2:34 PM, E1 stated the interventions that were in place at the homes on this campus to protect the clients from abuse, prior to the sexual abuse incident in one of the other homes, consisted of twenty-four-hour staffing, identification badge access for the staff, and cameras in the common areas. The homes did not have a formal abuse prevention program in place prior to the sexual abuse incident in the other home.</p> <p>On 04/29/24 at 1:55 PM, E1 stated "We didn't have it in the policy on how to protect and prevent abuse in high-risk clients identified by their risk assessments." E1 added, "It is expected for staff to intervene (if they see abuse). They also have to make sure the client is safe and call 911 as appropriate." Surveyor asked E1 if the policy</p>	Z9999		

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Z9999	<p>Continued From page 4</p> <p>specifies this. E1 answered, "The policy was just to report to administration. It did not specify if staff witness or not witnessed."</p> <p>On 5/09/24 at 11:07 AM, telephone interview with E1 (Administrator) stated:</p> <ul style="list-style-type: none"> <li>- the abuse/neglect policy and training are done annually and as needed.</li> <li>- the previous policy focused on identification and investigation of abuse once it is identified or has occurred.</li> </ul> <p>On 4/15/24 at 5:57 PM, Z1 (Nurse), Z2 and Z3 (Agency Certified Nurse Assistant/CNA) stated that they each received training on abuse and neglect. Z1, Z2 and Z3 stated that they are to immediately report to Administrator if there is a bruise of unusual origin. Z1 added that he's made those reports in the past. Z2 and Z3 stated they have not noticed anything to report about the clients.</p> <p>On 4/16/24 at 3:15 PM, E6 (Nurse) stated that training on abuse and neglect has been received.</p> <p>On 4/16/24 at 3:20 PM, E4 (Maintenance staff) stated that he received training on abuse and neglect, he is not allowed to (provide hygiene/personal care) do client care, he is in the home to do repairs (patching and painting wall in the hallway).</p> <p>On 4/16/24 at 3:22 PM, E5 (Activity staff/Personal Support Professional, PSP), Z4 (CNA) and E7 (PSP) stated that they have received training on abuse and neglect. They are to report any bruise or emotional change on clients that is not their usual.</p> <p>On 4/16/24 at 3:27 PM, Z4 (Agency CNA) stated</p>	Z9999		

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Z9999	<p>Continued From page 5</p> <p>he received abuse and neglect training.</p> <p>On 4/16/24 at 3:30 PM, E7 (PSP) stated he received abuse and neglect training. E7 is to keep an eye out for something for example any bruise on the body or crying (normal versus emotional for the client).</p> <p>On 4/17/24 ending at 4:36 PM, E5 (Activity Staff), Z1 (Nurse), Z2 and Z3 (Agency CNA), and E16 (PSP) all stated they have received training on abuse and neglect policy.</p> <p>On 4/17/24 at 4:36 PM, E16 (PSP) stated that he received training on abuse and neglect.</p> <p>On 4/18/24 at 1:18 PM, E12 (Lead PSP) stated that she received training on abuse and neglect. It is important to pay attention to little details and say something if you see something.</p> <p>On 4/19/24 ending at 5:15 PM, E9 (Nurse), E5 (Activity Staff), Z3, Z4 and Z5 (Agency CNA) stated there has to be at least two staff in the room with clients even for the nurse to pass meds. There has to be two people at all times with patient care in the rooms and bathrooms where cameras are not present. Doors have to be open, use privacy curtains. (Sexual abuse investigation in another home).</p> <p>On 4/21/24 at 10:51 AM, E18 (PSP) and Z3 (Agency CNA) stated two people provide personal care to the clients. This is a new system that has been in place for two weeks because of an ongoing investigation for sexual abuse (in another home). (Sexual abuse investigation in another home).</p> <p>On 4/23/24 at 3:15 PM, E1 stated "If staff suspect</p>	Z9999		

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Z9999	<p>Continued From page 6</p> <p>abuse they immediately report to Administrator or designee. If staff have a concern, they will go to the nurse about it. If staff see abuse, the expectation is they are going to intervene and ensure the resident is safe and make sure the resident is not left alone. When abuse is observed the staff abuser will be removed." (Sexual abuse investigation in another home).</p> <p>On 4/23/24 at 3:43 PM E15 (Group home manager) stated that she received abuse and neglect training, staff should know not to abuse (clients). We have the buddy system. If you see something, hear anything, report it to the nurse or supervisor and they have to report it to (another state entity). Immediately remove the client from a situation then report the staff to nurses or supervisor then to Administrator E1. All agency and employee staff know the policy. (Sexual abuse investigation in another home).</p> <p>On 4/29/24 at 3:25 PM, Z4 (Agency CNA) stated "report to the charge" when asked about interventions to protect clients from all types of abuse.</p> <p>On 4/29/24 at 3:28 PM, Z3 (Agency CNA) stated "in-service, ask staff what they are doing and remove resident from harm before you report" when asked about how she found out what to do and what intervention to protect clients from all types of abuse.</p> <p>On 4/29/24 at 3:29 PM, E18 (PSP) stated "in-servicing, remove resident then call 911, yes this is new, before just to report" when asked how she found out what is new intervention to protect clients from all types of abuse.</p> <p>On 4/30/24 at 8:45 AM, E12 (Lead PSP) stated</p>	Z9999		

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Z9999	<p>Continued From page 7</p> <p>"observe how staff treat clients, be mindful of what we see" when asked what she learned from the training on abuse and neglect policy.</p> <p>Records of the clients include an Individual Program Plan (IPP) that has a Psychological section that lists the date and result of the latest Slosson Intelligence Test (SIT) which is used to evaluate the mental ability of the clients. Part of the IPP is the summary of Annual Risk Assessment (ARA) completed every year prior to their annual IPP. The summary of every client's response to each section are included in the IPP. The sections include Personal Safety/Sexuality (PSS), Mistreatment, Exploitation, Abuse, Neglect (MEAN) including Peer to Peer and Sexual Abuse Risk (SAR).</p> <p>R1's IPP on 6/06/23 states functioning level of Profound Intellectual Disability (PID). SIT on 4/04/23 achieved mental age of 2 years and 6.5 months, Intelligence Quotient (IQ) of 16. ARA on 6/06/23, PSS: R1 will use facial expressions and body language to indicate if she does not like to be touched at that time. R1 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R1 does not demonstrate the ability to understand MEAN. SAR: R1 does not demonstrate the ability to understand sexual behaviors.</p> <p>R2's IPP on 10/05/23 states functioning level of PID. SIT on 5/05/19 achieved mental age of 1 year and 0 months, IQ of 6. ARA on 10/05/23, PSS: R2 will use facial expressions and loud vocalizations/some verbalizations to indicate if she does not like to be touched at that time. R2 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R2 does not demonstrate the ability to understand MEAN.</p>	Z9999		

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Z9999	<p>Continued From page 8</p> <p>SAR: R2 does not demonstrate the ability to understand sexual behaviors.</p> <p>R3's IPP on 6/13/23 states functioning level of PID. SIT on 10/01/21 achieved mental age of 0 years and 2.5 months, IQ of 1. ARA on 6/13/23, PSS: R3 will use facial expressions and body language to indicate if she does not like to be touched at that time. R3 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R3 does not demonstrate the ability to understand MEAN. SAR: R3 does not demonstrate the ability to understand sexual behaviors.</p> <p>R4's IPP on 02/26/24 states functioning level of PID. SIT on 12/05/20 achieved mental age of 0 years and 5.5 months, IQ of 2. ARA on 02/26/24, PSS: R4 will use facial expressions and loud vocalizations to indicate if she does not like to be touched at that time. R4 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R4 does not demonstrate the ability to understand MEAN. SAR: R4 does not demonstrate the ability to understand sexual behaviors.</p> <p>R5's IPP on 9/05/23 states functioning level of PID. SIT on 6/19/22 achieved mental age of 0 years and 3.5 months, IQ of 2. ARA on 9/05/23, PSS: R5 will use facial expressions and body language to indicate if she does not like to be touched at that time. R5 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R5 does not demonstrate the ability to understand MEAN. SAR: R5 does not demonstrate the ability to understand sexual behaviors.</p> <p>R6's IPP on 01/08/24 states functioning level of</p>	Z9999		

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Z9999	<p>Continued From page 9</p> <p>PID. SIT on 11/05/23 achieved mental age of 0 years and 4.5 months, IQ of 2. ARA on 01/08/24, PSS: R6 will use facial expressions and loud vocalizations to indicate if she does not like to be touched at that time. R6 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R6 does not demonstrate the ability to understand MEAN. SAR: R6 does not demonstrate the ability to understand sexual behaviors.</p> <p>R7's IPP on 01/23/24 states functioning level of PID. SIT on 5/20/23 achieved mental age of 1 year and 3 months, IQ of 8. ARA on 01/23/24, PSS: R7 will use facial expressions and loud vocalizations to indicate if she does not like to be touched at that time. R7 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R7 does not demonstrate the ability to understand MEAN. SAR: R7 does not demonstrate the ability to understand sexual behaviors.</p> <p>R8's IPP on 4/09/24 states functioning level of PID. SIT on 01/01/23 achieved mental age of 0 years and 3 months, IQ of 2. ARA on 4/09/24, PSS: R8 will allow staff and others to gently touch her. R8 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R8 does not demonstrate the ability to understand MEAN. SAR: R8 does not demonstrate the ability to understand sexual behaviors.</p> <p>R9's IPP on 02/13/24 states functioning level of Severe Intellectual Disability (SID). SIT on 02/09/20 achieved mental age of 3 years and 2.5 months, IQ of 20. ARA on 02/13/24, PSS: R9 will use words, facial expressions, and loud vocalizations to indicate if she does not like to be</p>	Z9999		

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Z9999	<p>Continued From page 10</p> <p>touched at that time. R9 does not demonstrate the ability to fully comprehend personal safety/sexuality. MEAN: R9 does not demonstrate the ability to understand MEAN. SAR: R9 does not demonstrate the ability to understand sexual behaviors.</p> <p>R10's IPP on 7/11/23 states functioning level of PID. SIT on 02/13/22 achieved mental age of 3 years and 1 month, IQ of 19. ARA on 7/11/23, PSS: R10 will indicate if he does not want to be touched at that time. R10 does not demonstrate the physical ability for personal safety/sexuality. MEAN: R10 does demonstrate the ability to understand MEAN. SAR: R10 does not demonstrate the ability to understand sexual behaviors.</p> <p>R11's IPP on 10/18/23 states functioning level of PID. SIT on 8/27/23 achieved mental age of 0 years and 4 months, IQ of 2. ARA on 10/18/23, PSS: R11 will use facial expressions and loud vocalizations to indicate if he does not like to be touched at that time. R11 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R11 does not demonstrate the ability to understand MEAN. SAR: R11 does not demonstrate the ability to understand sexual behaviors.</p> <p>R12's IPP on 01/09/24 states functioning level of SID. SIT on 8/07/23 achieved mental age of 4 years and 2 months, IQ of 26. ARA on 01/09/24, PSS: R12 will say if he does not want to be touched. R12 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R12 does not demonstrate the ability to understand MEAN. SAR: R12 does not demonstrate the ability to understand sexual behaviors.</p>	Z9999		

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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
Z9999	<p>Continued From page 11</p> <p>R13's IPP on 5/02/23 states functioning level of PID. SIT on 4/25/19 achieved mental age of 2 years and 0 months, IQ of 13. ARA on 5/02/23, PSS: R13 will say if he does not want to be touched. R13 seems aware of most personal safety/sexuality situations. Communication: R13 understands conversation and interacts via vocalization, answering yes/no questions, pointing, body language, and facial expression. MEAN: R13 does demonstrate the ability to understand MEAN. SAR: R13 does demonstrate the ability to understand sexual behaviors.</p> <p>R14's IPP on 5/10/23 states functioning level of PID. SIT on 4/30/19 achieved mental age of 0 years and 6.5 months, IQ of 3. ARA on 5/10/23, PSS: R14 will indicate if he does not want to be touched. R14 does not seem aware of most personal safety/sexuality situations. MEAN: R14 does not demonstrate the ability to understand MEAN. SAR: R14 does not demonstrate the ability to understand sexual behaviors.</p> <p>R15's IPP on 8/03/23 states functioning level of PID. SIT on 5/12/19 achieved mental age of 0 years and 6.5 months, IQ of 3. ARA on 8/03/23, PSS: R15 will use facial expressions and loud vocalizations to indicate if he does not like to be touched at that time. R15 does not demonstrate the ability to understand most personal safety/sexuality. MEAN: R15 does not demonstrate the ability to understand MEAN. SAR: R15 does not demonstrate the ability to understand sexual behaviors.</p> <p>R16's IPP on 02/20/24 states functioning level of SID. SIT on 11/05/23 achieved mental age of 5 years and 6 months, IQ of 34. ARA on 02/20/24, PSS: R16 will say if he does not want to be</p>	Z9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6015788</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>R-C 05/20/2024</b>
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Z9999	<p>Continued From page 12</p> <p>touched. R16 seems aware of most personal safety/sexuality situations. MEAN: R16 does demonstrate the ability to understand MEAN. SAR: R16 does demonstrate the ability to understand sexual behaviors.</p> <p>None of the IPPs of the 16 clients in the home included interventions for the identified risk for any type of abuse.</p> <p>"B"</p>	Z9999		