

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6012835	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/17/2024
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NAME OF PROVIDER OR SUPPLIER RENWICK NURSING AND REHAB	STREET ADDRESS, CITY, STATE, ZIP CODE 3401 HENNEPIN DRIVE JOLIET, IL 60435
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S 000	Initial Comments Complaint Investigation: 2474582/IL174207	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.670j) 300.3120h)1)B) 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 300.670 Disaster Preparedness j) Each facility shall establish and implement policies and procedures in a written plan to provide for the health, safety, welfare and comfort of all residents when the heat index/apparent temperature (see Section 300.Table D), as established by the National Oceanic and Atmospheric Administration, inside the facility exceeds 80°F. Section 300.3120 Mechanical Systems	S9999		

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

TITLE

(X6) DATE
06/20/24

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S9999	<p>Continued From page 1</p> <p>h) Heating, Ventilating, and Air Conditioning Systems</p> <p>1) Areas of a nursing home used by residents of the nursing home shall be air conditioned and heated by means of operable air-conditioning and heating equipment. The areas subject to this air-conditioning and heating requirement include, without limitation, bedrooms or common areas such as sitting rooms, activity rooms, living rooms, community rooms, and dining rooms. (Section 3-202(8) of the Act)</p> <p>B) The air-conditioning system shall be capable of maintaining an ambient air temperature of between 75 degrees Fahrenheit and 80 degrees Fahrenheit, pursuant to the requirements of Section 300.670(j).</p> <p>These Regulations are not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to ensure temperatures in the building remained within a comfortable range for residents when the air conditioning was not functioning properly. The facility also failed to follow their hot weather policy and measure room temperatures and humidity levels when the air conditioning was not functioning properly to determine if resident safety could be maintained.</p> <p>This failure resulted in room temperatures as high as 91 degrees Fahrenheit in areas occupied by residents and residents complaining of feeling hot.</p> <p>This applies to all 98 residents residing in the facility.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>The findings include:</p> <p>The Facility Data Sheet dated June 12, 2024, shows the facility census as 98 residents.</p> <p>On June 12, 2024, at 11:42 AM, V1 (Administrator) was not present in the building. V2 (DON-Director of Nursing) stated, "They are still working on the air conditioning situation. We have some portable air conditioners in the hallways and fans."</p> <p>On June 12, 2024, at 12:00 PM, a general tour of the facility was conducted with V3 (Maintenance Director). V3 stated he has been the Maintenance Director of the facility for several weeks. V3 continued to say, "There are leaks at the bottom of the cooling tank for the air conditioning, so the air conditioning does not work." V3 stated he does not have a device to measure and obtain humidity readings. V3 continued to say he does not have a thermometer to obtain air temperature readings and uses an infrared temperature gun for reading surface temperatures. V3 used the infrared temperature gun to obtain surface temperatures of walls, floors, and ceilings during the general tour of the facility. When V3 pointed the gun into the air inside the building, and outside of the building, a temperature reading would not display on the infrared temperature gun, and no air temperature reading could be obtained. During the tour, V3 showed multiple resident rooms and resident areas where thermostats were present showing the air temperature in the room. Those readings were as follows (all temperatures in degrees Fahrenheit):</p> <p>Tour of facility June 12, 2024, with V3:</p> <p>12:15 PM, R8 and R9's room: 86 degrees. R8</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>stated he was thirsty, and he had not been provided with a fresh cup of water today. The water cup on R8's table showed the date "6/11/24." R8 stated the water was "old" and "warm." R9 stated, "It is too hard to sleep because it is so hot in our room."</p> <p>12:20 PM, R2 was sitting in her room wearing a sleeveless shirt and shorts. R2 stated she felt very warm in her room. The thermostat in R2's room showed 84 degrees.</p> <p>12:35 PM, Main dining room: The thermostat in the dining room showed 85 degrees. Multiple residents were present in the dining room eating lunch. V3 pointed the infrared temperature gun at the wall across the room from the wall-mounted thermostat, approximately 20 to 30 feet away. The surface temperature of the wall showed 84.4 degrees on the infrared temperature gun.</p> <p>12:35 PM, V6 (LPN-Licensed Practical Nurse) stated, "I am not taking frequent vital signs on anyone or checking intake and output. We pass water with medication administration but no extra water."</p> <p>1:19 PM, R36 stated, "It is very warm in here. I feel uncomfortable."</p> <p>1:27 PM, R37 said, "We haven't had air conditioning for days. It feels so hot in here, and our rooms are very hot."</p> <p>1:44 PM, R3 was lying in bed wearing oxygen. R3 had a fan blowing towards her. R3 stated, I am very hot even with the fan blowing on me. The air conditioning unit is throwing out hot air at me." The air blowing from R3's air conditioning unit felt warm.</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>1:51 PM, R5's room, the thermostat in the room showed 86 degrees. R5 stated, "It feels so hot in here. Our rooms are very hot."</p> <p>6:20 PM, Main dining room. The thermostat mounted on the wall in the dining room showed 91 degrees. R10, R11, R12, and R14 were present in the dining room and did not have water within reach. No staff were present with R10, R11, R12, and R14. R10-R14 stated they felt "hot." R12 stated, "We don't have a choice, we have to sit here until they take us somewhere else." V1 (Administrator) was immediately notified by this surveyor of the high temperature in the dining room and residents sitting in the dining room without water.</p> <p>6:21 PM, R8 and R9's room showed 86 degrees on the thermostat in the room. R9 was standing at his bedside and had removed his clothing from the waist down. R9 stated he felt hot and was trying to cool off by removing clothing. R8 stated he felt very hot and asked if this surveyor could get a fan in their room to make the room feel cooler.</p> <p>6:22 PM, R15 and R16's room, the thermostat in room showed 84 degrees.</p> <p>6:23 PM, R13's room, the thermostat in the room showed 87 degrees.</p> <p>On June 12, 2024, at 3:34 PM, V7 (VP-Vice President of Service-HVAC Contractor) stated, the facility's air conditioning problems were related to the mechanical issues the facility experienced with the lack of heat earlier in the year. V7 continued to say, "You cannot measure air temperature with an infrared or laser</p>	S9999		

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S9999	Continued From page 5 temperature gun. Those devices only measure surface temperature. For instance, point it at the floor, and you get the temperature of the floor. Point it at the wall and you get the temperature of the wall. Of course, if you point it at the floor, you will get a cooler reading than the actual air temperature in the room. We have been talking to the facility and other facilities in their group. They signed up for preventative service agreements over the past few months. At least a couple of months ago, we identified an issue with their piping for the heating and air conditioning system and we told them they were not going to have air conditioning this year. We told them some major steps needed to be taken and they have called us out on many occasions to try to fix different things. The system is not able to operate because there is a leak underground. If the system is working properly, the system circulates water to all of the rooms. With the pipes broken underground, water just pours out of the cooling tower and into the ground, never reaching the pipes inside the facility. We cannot fill that piping with water because of the leaks, and we cannot locate the broken piping unless we break up concrete and concrete floors in the facility. They were notified on April 12, 2024, about the piping issues, and just authorized isolating the leak on June 10, 2024. We tried to identify where the leak was on Monday, and we found that multiple pipes were leaking. By the end of that day, they knew if could not be fixed. We proposed we would provide temporary cooling that day. We did not receive authorization to move forward with the temporary cooling until just about an hour ago. They have authorized temporary cooling for the four resident wings. We will obtain outside cooling units and temporarily place them outside the facility at the end of their four resident wings. It should be enough cooling to temper the	S9999		

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S9999	<p>Continued From page 6</p> <p>resident rooms enough. We are hoping the cooling capacity will make the rooms comfortable. On April 12, 2024, we sent an email to the facility and notified them they would not have air conditioning this year due to the underground pipe leaks. We did not hear from them, and a month later we touched base with them again, reminding them we could not turn on the air conditioning for them due to the pipe leaks. We never told them we would fix the leaking pipe. They wanted us to repair the cooling tower and I told them we could try to repair the cooling tower. We tried to explain to them that would not fix the problem."</p> <p>An email dated April 12, 2024, from V9 (Account Manager HVAC Contractor) and addressed to the facility Administrator (no name), V4 (VP Plant Operations), and V17 (Corporate Facilities Manager) shows: "Subject: [URGENT] Critical Issues - [Facility] HVAC System Piping. We were on site today to assess the HVAC system loop/broken piping. The conclusion is that the piping is in a dire need of being repaired. Without repairs on this piping, [the facility] will have no heating or cooling capacity whatsoever ... I would suggest that we have a meeting soon to discuss a plan of action to get this addressed in the timeliest manner possible."</p> <p>An email dated May 9, 2024, at 9:36 AM from V9 (Account Manager HVAC Contractor) and addressed to facility Administrator (no name), V4 (VP Plant Operations), and V17 (Corporate Facilities Manager) shows: "Subject: [URGENT] Critical Issues - [facility] HVAC System Piping. Just following up on this matter again. We cannot do any seasonal (cooling) changeover without the piping issues being addressed. Please let me know if you have any questions.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>Thank you."</p> <p>On June 12, 2024, at 1:55 PM, V4 (VP Plant Operations) stated the facility has problems with water from the cooling tower getting to the building due to broken pipes underground. V4 stated, "There are too many leaks in the pipes to fix. I want to say around early May 2024 we started to have trouble with the system."</p> <p>The facility provided a quote for rental cooling systems dated June 11, 2024. The facility does not have any other documentation to show quotes were obtained for rental cooling units prior to June 11, 2024.</p> <p>On June 12, 2024, at 4:06 PM, V1 (Administrator) stated, "We were taking room temperatures with an infrared temperature gun. I did not know air temperature could not be checked using those infrared guns. We were not measuring humidity as shown in the policy. We were not checking temperatures and humidity every two hours. I believe we felt we were doing everything we needed to do. It is a complicated problem. There are a lot of different layers. We did not have a conversation about renting temporary chilling units until Monday, June 10." V1 continued to say the facility's air conditioning concerns were not reported to the Department of Public Health.</p> <p>On June 13, 2024, at 10:40 AM, the facility continued to feel very warm inside. V3 (Maintenance Director) stated he did not have the proper device to measure air temperatures or humidity and had not been monitoring the temperatures or humidity readings every two hours. V3 stated he was not aware the facility has a policy to obtain temperature and humidity readings every two hours when the air</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>conditioning is malfunctioning.</p> <p>On June 13, 2024, room temperatures were checked, beginning at 10:50 AM and the following temperature readings were obtained based on the thermostats mounted in the rooms, due to the facility not having the equipment to measure air temperatures (all temperatures in Fahrenheit):</p> <p>June 13, 2024:</p> <p>10:50 AM, Main dining room, the thermostat on the wall showed 87 degrees. V15 (Activity Aide) was playing a board game with 16 residents. V15 stated the following residents were present in the room: R3, R8, R6, R7, R9, R11, R18, R19, R25, R26, R27, R28, R31, R32, R35, and R40. V15 continued to say, "Some residents have complained of feeling hot. No one told me to pass water to the residents or juice. I have not given them anything to drink." The 16 residents did not have water or fluids in front of them, or water visible and available in the room.</p> <p>11:00 AM, R6 and R7's room, the thermostat showed 82 degrees. R6 stated she felt "hot."</p> <p>11:05 AM, R14's room, the thermostat showed 82 degrees. R14 was present in the room.</p> <p>11:15 AM, V14 (Cardiology NP-Nurse Practitioner) was in R38 and R39's room. V14 stated the room felt "very hot." "It has been very hot in the facility since last week. They have to push fluids. These people are more prone to dehydration. Residents with cardiac issues should have input and output monitored when it is this hot in the facility."</p> <p>11:17 AM, R29 was lying in bed. Her room felt</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>very warm. No thermostat was present in the room to measure the air temperature. R29 was holding an empty plastic cup in her hand and crying, "Water, water, I need water." R29 had a meal tray on her bedside table with a cup of lemonade. R29 stated she does not like to drink lemonade because, "It is too sweet." R29 continued to call out for water and was unable to turn on her call light. No staff were in the vicinity of R29's room to hear R29 calling for water. No staff were observed passing supplemental water to residents.</p> <p>11:20 AM, R13's room, the thermostat in the room showed 85 degrees. R13 complained of feeling hot.</p> <p>11:23 AM, R32's room, the thermostat in the room showed 85 degrees. R32 complained of feeling hot.</p> <p>11:25 AM, R33 and R34's room, the thermostat in the room showed 86 degrees. R33 and R34 were present in the room and complained of feeling "very hot." R34 stated he was given water during the night and the water at his bedside was now warm and "old." A foam drinking cup on the bedside table was dated "6/12/24 NOC (Night)."</p> <p>11:27 AM, R22 was lying in bed and V13 (Son of R22) was present. The thermostat in R22's room showed 88 degrees. R22 was not able to be interviewed due to his medical condition. V13 stated R22's room had felt "hot the last two days."</p> <p>11:30 AM, R23 and R24's room, the thermostat showed 88 degrees. Both residents were present in the room.</p> <p>11:35 AM, R5's room, the thermostat showed 88</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>degrees.</p> <p>On June 13, 2024, at 1:15 PM, V10 (Medical Director) stated, "I know they found a problem with the air conditioning in April 2024. You need to reach out to the owners of the building about the problem, it is not my job. I am hearing they have rooms that are 86 degrees for the first time from you. No one called me to tell me. This is the first I am hearing about the problem."</p> <p>On June 13, 2024, at 5:00 PM, the facility had obtained a device to measure air temperatures and humidity and the following temperature and humidity readings were obtained with V2 (DON) and V16 (Admissions Director) (all temperatures in Fahrenheit):</p> <p>R14's room, 36.5 percent humidity, 86.6 degrees R23 and R24's room, 36.8 percent humidity, 86.0 degrees R41 and R42's room, 37.2 percent humidity, 86.3 degrees R43's room, 36.8 percent humidity, 86.0 degrees R44 and R45's room, 37.2 percent humidity, 85.6 degrees R46 and R47's room, 36.9 percent humidity, 85.5 degrees R13's room, 38.8 percent humidity, 85.0 degrees R15 and R16's room, 36.7 percent humidity, 84.1 degrees R8 and R9's room, 36.9 percent humidity, 83.2 degrees</p> <p>On June 14, 2024, between 1:20 PM and 1:50 PM, temperature and humidity readings were obtained with V2 (DON) and V16 (Admissions Director) (all temperatures in Fahrenheit):</p> <p>R14's room, 41.8 percent humidity, 84.0 degrees</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>R41 and R42's room, 36.4 percent humidity, 86.3 degrees R23 and R24's room, 41.8 percent humidity, 85.8 degrees R43's room 33.8 percent humidity, 83.7 degrees R44 and R45's room 38.6 percent humidity, 84.3 degrees R46 and R47's room 36.8 percent humidity, 85.6 degrees</p> <p>On June 17, 2024, at 9:47 AM, temperature and humidity readings were obtained with V3 (Maintenance Director) (all temperatures in Fahrenheit):</p> <p>R22's room, 50.7 percent humidity, 82.9 degrees. R22 was lying on top of his plastic/vinyl mattress with no sheet covering. R22 stated he felt hot and uncomfortable.</p> <p>R21's room, 49.8 percent humidity, 82.2 degrees.</p> <p>Main dining room, 55.4 percent humidity, 83.0 degrees. Eight residents were present in the dining room.</p> <p>R38 and R39's room, 57.6 percent humidity, 80.0 degrees.</p> <p>On June 17, 2024, at 12:04 PM, the thermostat in the main dining room showed the temperature in the dining room was 85 degrees. Lunch was being served to the following residents: R2, R5, R8, R9, R11, R15, R17, R18, R19, R20, R21, R27, R28, R30, R31, R44, R46, R48, R49, R50, R51, and R52. R2, R8, R9, R19, R21, R48, and R50 were asked if they felt uncomfortable and they replied they were warm and uncomfortable.</p> <p>The facility's undated Hot Weather Policy shows:</p>	S9999		

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NAME OF PROVIDER OR SUPPLIER RENWICK NURSING AND REHAB	STREET ADDRESS, CITY, STATE, ZIP CODE 3401 HENNEPIN DRIVE JOLIET, IL 60435
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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	<p>Continued From page 12</p> <p>"If the air conditioning is not functioning appropriately; follow the following procedure: 1) Temperature and humidity should be measured in several rooms on each floor on unit that has been identified as being the warmest area of each floor or unit. This should be done approximately every two (2) hours during the day and evening. These rooms should include day rooms (activity), dining rooms and hallways. 2) If the facility temperature and humidity combined value falls within the shaded region of the chart for Relative Humidity and Temperature, proceed with the following: i. Fluids (water) should be easily accessible at all times. ...For additional information, please refer to the Extreme High Temperature Procedure policy."</p> <p>The facility's Extreme High Temperature Guideline revised "04/03/2024" shows: "Purpose: To provide guidance to facility in times of unseasonably hot weather and/or cooling system malfunction. Responsible Party: Facility staff. Should the temperature index for relative humidity and temperature in this facility rise above 80 degrees, the facility shall implement the appropriate high temperature procedures. Should a specific area of the facility rise above 80 degrees, it may be necessary to relocate residents to a cooler section of the facility. If the high temperature procedures do not sufficiently maintain resident safety, the facility shall consult with the Department of Public Health regarding the advisability of resident evacuation. Maintenance: Monitor air temperatures at least every 2 hours between 8:00 AM and 10:00 PM in resident areas and every 4 hours between 10:00 PM and 8:00 AM. Temperatures should be taken at the warmest point identified through baseline monitoring on each floor or wing. Include day rooms, dining rooms, activity rooms and resident</p>	S9999		

Illinois Department of Public Health

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S9999	<p>Continued From page 13</p> <p>rooms. ...Assure that water lines to the building are working appropriately."</p> <p>The facility's undated Summer Temperature Monitoring Policy shows: "Purpose to provide a comfortable, safe environment for all residents. To determine if the Hot Weather Policy is to be implemented. Procedure: a. Routine temperature and humidity monitoring of the facility will occur at a minimum of two times per day during the daylight hours. For example, 10:00 AM and 4:00 PM. These temperatures/humidities are to be taken in the warmest areas of facility identified through baseline monitoring. These values are to be recorded on the bottom of the Temperature and Humidity Chart provided by Public Health. The temperature and humidity combined value is to be determined and circled on the chart. Should the combined value fall in the shaded area of the chart the Hot Weather Policy must be implemented. Should the combined value fall to the right of the heavily darkened line within the shaded area, you must immediately contact the VP of Physical Plant Operations and your VP of Operations. b. Should it be determined that the high temperature procedures do not sufficiently maintain resident safety for an extended period of time determined by facility Administrator in concert with the VP of Plant Operations, VP of Regional Operations and the Chief Operating Officer, the facility will consult with Public Health regarding the advisability of resident evacuation ..."</p> <p>(B)</p>	S9999		