

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009963	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 11/02/2023
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NAME OF PROVIDER OR SUPPLIER WHEATON VILLAGE NRSNG & RHB CTR	STREET ADDRESS, CITY, STATE, ZIP CODE 1325 MANCHESTER ROAD WHEATON, IL 60187
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S 000	Initial Comments Annual Licensure Survey	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210c) 300.1210d)2)3) 300.1220b)3) 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. 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.	S9999	<p>Attachment A Statement of Licensure Violations</p>	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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S9999	Continued From page 1 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. 3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record. 300.1220 Supervision of Nursing Services b) The DON shall supervise and oversee the nursing services of the facility, including: 3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and modified in keeping with the care needed as indicated by the resident's condition.	S9999			

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S9999	<p>Continued From page 2</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to comprehensively assess/evaluate and inform the physician of the residents complaint of pain to help manage existing pain and/or prevent pain. This applies to 2 of 6 residents (R38 and R105) reviewed for pain management in the sample of 29.</p> <p>This failure resulted in R38 verbalizing complaint of worsening pain for two consecutive days (10/30/23 and 10/31/23). R38's frequent pain level of eight, documented in the resident's October 2023 medication flowsheet pain scale.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. R38 had multiple diagnoses including COPD, dementia without behavioral disturbance, type 2 diabetes mellitus with diabetic cataract and generalized osteoarthritis, based on the face sheet. <p>R38's significant change in status MDS (minimum data set) dated 9/27/2023 showed the resident was moderately impaired with cognition and required extensive to total assistance from the staff with most of his ADLs (activities of daily living).</p> <p>On 10/30/23 at 10:58 AM, R38 was sitting in his reclined wheelchair inside his room. R38 was alert and verbally responsive. R38 complained of pain all over his body. V4 (Registered Nurse) was present and asked R38 to express his pain level scoring between zero to ten (0-10), ten being the worst possible pain. R38 responded his pain level was ten. V4 stated R38 received</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>his ordered Tramadol medication at around 9:30 AM for chronic pain.</p> <p>On 10/31/23 at 10:51 AM, R38 was sitting in his reclined wheelchair, inside his room. R38 was alert and verbally responsive. R38 complained of pain all over his body and when V4 asked R38 for his pain level, the R38 responded 10/10 (10 being the worst). V4 stated R38 received his ordered Tramadol medication at around 8:00 AM for chronic pain. V4 offered R38 his ordered topical analgesic heat rub to be applied, R38 agreed and stated to apply the said topical analgesic on his body specifically on his back.</p> <p>R38's active Physician order report showed an order dated 6/14/23 for, "Tramadol 50 mg, 1 tablet for pain, neck and back pain, twice a day (8:00 AM, 4:00 PM). Further review of R38's order report showed an order dated 11/2/22 for, "Bengay ultra strength cream 4-30-10%, small amount topical, apply to neck and knees, may apply patch, every shift (Shift 1, Shift 2, Shift 3)."</p> <p>R38's October 2023 medication flowsheet showed the R38's Tramadol 50 mg was administered on 10/30/23 and 10/31/23 at 8:00 AM. The same October 2023 medication flowsheet showed the resident's Bengay ultra strength cream was applied on 10/30/23 and 10/31/23 on all the three shifts. There was no documentation with regards to the effectiveness of the Tramadol medications and the topical analgesic cream.</p> <p>Further review of R38's October 2023 medication flowsheet showed the resident's pain scale was being assessed every shift (shift 1, shift 2 and shift 3). The pain scale assessment showed evidence R38's pain scale was scored eight, 19</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>times during shift 1 (6:30 AM-2:30 PM), on 10/2, 10/3, 10/6, 10/7, 10/8, 10/9, 10/11, 10/12, 10/13, 10/14, 10/16, 10/17, 10/20, 10/21, 10/22, 10/23, 10/26, 10/27 and 10/28/23. The same pain scale assessment showed evidence R38's pain scale was scored eight, 19 times during the shift 2 (2:30 PM-10:30 PM), on 10/2, 10/3, 10/6, 10/7, 10/8, 10/9, 10/10, 10/12, 10/13, 10/14, 10/16, 10/17, 10/20, 10/21, 10/22, 10/23, 10/26, 10/27 and 10/28/23. Further review of R38's pain scale for 10/30/23 during shift 1 and shift 2 showed the pain score of eight (on both times). On 10/31/23 during shift 1, R38's pain score was nine and during shift 2, R38's pain score was eight.</p> <p>R38's active Physician order report from 10/1/23 through 11/1/23 showed no other breakthrough pain medication was ordered. R38's medication flowsheet showed no documentation what pharmacological intervention was provided to the resident on 10/30/23 and 10/31/23, after the resident complained to V4 of all over body pain with pain level of 10 (10 being the worst).</p> <p>Review of R38's progress notes for the entire month of October 2023 showed no documentation the physician was notified of R38's frequent pain scale of eight as documented in the resident's October 2023 medication flowsheet. The same progress notes showed no documentation and evidence the physician was notified of R38's all over body pain, which according to the resident's pain scale was ten on 10/30/23 and 10/31/23.</p> <p>R38's most recent pain observation for cognitive aware evaluation dated 9/27/23 showed a pain scale of "3" described as aching pain comes and goes. It was documented R38 had a scheduled Tramadol 50 mg, 1 tablet twice a day for neck</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>pain and back pain. The same evaluation showed the Tramadol was always effective, the pain was less than daily (highest level of pain in the last 7 days), and the pain was mild (highest level of pain in the last 7 days). The was no other comprehensive pain assessment/evaluation for R38 in the month of October 2023 to evaluate the resident's pain score of eight to further determine the location, duration, quantity, quality and the effectiveness of the Tramadol medication, and the need to inform the physician for other pain management options.</p> <p>R38's active care plan initiated on 9/30/23 showed the resident had complained of back pain, left hip pain and knee related to severe DJD (degenerative joint disease), history of fracture (thoracic spine) T-12, spinal stenosis, and knee replacement. The same care plan showed multiple approaches including, "Evaluate effectiveness of pain management interventions. Adjust if ineffective or adverse side effects emerge. Monitor and record any complaint of pain, its location, duration, quantity, quality, alleviating factors, aggravating factors."</p> <p>On 11/1/23 at 12:05 PM, V2 (Director of Nursing) stated if R38 had multiple documented pain scale level between eight and nine for the month of October 2023, a comprehensive pain assessment/evaluation should be performed to assess the pain and the effectiveness of the pain medication being administered. V2 stated the nurses should call the physician and inform of R38's high pain scale rating (documented between eight and nine) to obtain any other appropriate pain medication for the resident to attempt to control his pain.</p> <p>R38's progress notes dated 11/1/23 (1:06 PM)</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>created by V2 showed, "Discussed residents Pain with him. Asked him he could determine the difference between pain of 1 and a pain of score of 10. He reported "I don't know what that means." I asked him how long he has been in pain that is unbearable. He said every day since he was 16 years old to now. He is 63 (R38 is 81). Always been in pain and won't go away till he dies and goes to Heaven. He indicated nothing relieves the pain. It is always 10 or like 10. When asked whether medicine was effective, he said Bengay and medication help him feel better. But he always had a 10. Introduced him to face scale for pain as it may be more effective tool for monitoring effectiveness of interventions. Informed MD (Medical Doctor) of recent breakthrough pain. Added Norco 5/325 for breakthrough pain for one week."</p> <p>R38's prescription order dated 11/1/23 (created at 1:28 PM) showed an order for hydrocodone-acetaminophen 5-325 mg, 1 tablet every 6 hours as needed for breakthrough pain, until 11/8/23.</p> <p>On 11/1/23 at 1:46 PM, V16 (Physician) stated he had been R38's physician for the past 15 years. V16 stated R38 had diagnoses of dementia with behavior. V16 stated it is the protocol for the facility to call and inform the physician of a resident's complaint of pain, especially if it was documented/scored at eight or nine to determine appropriate action, such as prescription of pain medication or breakthrough pain medication to address and/or relieve the resident's of pain. V16 stated he only received a call from the facility that day about R38's pain and he ordered Norco 5-325 mg, 1 tablet every 6 hours as needed for pain.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>---</p> <p>2. R105's face sheet showed R105 with multiple diagnoses including hemiplegia and hemiparesis following a cerebral infarction affecting the left non dominant side, vascular dementia with other behavioral disturbance, chronic respiratory failure unspecified, gastric ulcer, hypertensive heart disease, general anxiety disorder and polyneuropathy.</p> <p>R105's MDS dated 9/11/23, showed R105 is cognitively intact and requires extensive assistance from staff for bed mobility, toileting, dressing, bathing and transfer activities of daily living.</p> <p>On 10/31/23 at 10:54 AM the resident was observed lying in bed with the bed covers over her head. V17 (CNA) stated R105 did not want to get out of bed and was not feeling good. R105 was having too much pain and she had reported this to the nurse.</p> <p>On 10/31/23 at 2:10 PM, R105 was still in bed. V17 stated R105 was not feeling well and remained in bed all day.</p> <p>On October 31, 2023, at 6:38 PM, R105 was transferred to the local hospital emergency room for complaint of left hip pain. According to R105's hospital visit documentation dated 10/31/23 at 6:44 PM, R105 arrived in the emergency room crying related to complaint of pain and was administered opioid medication with subsequent pain relief.</p> <p>On 11/1/23 at 09:30 AM, R105 was observed lying across the bed, with her glasses on her face sleeping.</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>On 11/1/2023 at 1:03 PM, R105 stated her pain occurs on the left side of her body and described the pain as a stabbing nerve pain that occurs daily.</p> <p>R105's MAR (Medication Administration Record) for September 2023 showed R105's pain scores for the day shift as follows: A pain score of 6/10 on 9/1, 9/3, and 9/11/23. A pain score of 9/10 on 9/2, 9/5 and 9/22/23. A pain score of 7/10 on 9/7, 9/10, and 9/20/23. A pain score of 8/10 was recorded for all the remaining days of the month.</p> <p>R105's Lidocaine 4% analgesic patch ordered to be administered daily at 6:00 AM, is not documented as administered on 9/1, 9/4, 9/6, 9/7, 9/8, 9/10, 9/29 and 9/30. The September MAR also shows documentation of the Lidocaine 4% patch not available on 9/2, 9/5, 9/9, 9/11, 9/12, 9/13, 9/14, 9/15, 9/16, and 9/17/23. The documentation showed R105's pain score remained above 6/10 every day and the Lidocaine 4% topical analgesic was not administered as ordered 18 of 30 days for the month of September 2023.</p> <p>R105's MAR for October 2023 showed R105's pain scores documented for the dayshift as follows: A pain score of 7/10 on 10/17, 10/18, 10/19, 10/20, 10/21, 10/23, 10/24, 10/25, 10/26 and 10/28. A pain score of 8/10 on 10/4, 10/5, 10/6, 10/7, 10/10, 10/12, 10/22, 10/27, 10/30 and 10/31. The Lidocaine 4% topical analgesic patch, ordered to be administered daily was documented as not administered 19 days.</p> <p>On 11/01/23 at 12:35 PM, V2 (DON) stated R105</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>has pain related to her previous stroke and that it is neuropathic pain. V2 stated R105 seeks pain relief from opioid medications. R105 is prescribed opioid medication scheduled three times a day and as needed up to four times per day.</p> <p>R105's pain assessment dated 9/11/23 does not accurately reflect the resident's daily day shift pain score as being greater than 6. The assessment question, "Is the resident expressing pain?" is answered "no". V2 stated on 11/10/23 at 12:35 PM the question on the assessment was answered incorrectly.</p> <p>R105's progress note dated 9/21/23 at 4:30 PM showed V16 (Physician) referred R105 for consultation with pain management physician. There was no documentation regarding the results of the pain management consultation in the progress notes reviewed from 9/22/23 through 10/31/23. Those progress notes do not include documentation of non-pharmacological interventions attempted to relieve pain. There was also no documentation regarding informing the Physician of unrelieved pain in those progress notes. The progress note of 10/20/23 at 5:00 PM states R105 was examined by V16 with no mention if review of pain management was assessed and no new orders given.</p> <p>The facility's Pain Management policy dated July 2019, showed the purpose of the pain management program is "To establish a program with a multi-level approach to pain management to assist the facility in delivering safe, individualized pain care". The facility's policy further showed "the purpose of this policy is to accomplish the goals through an effective pain management program". The definition of the</p>	S9999		

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S9999	Continued From page 10 policy showed "The facility will utilize a consistent pain assessment. The resident's descriptive words regarding the quality, duration, and location of pain will be used to evaluate the pain and to identify any changes in the pain. When the resident is unable to describe pain, physical signs such as grimacing, body posturing/protecting, vital sign changes and changes in behavior and mood will be used to determine the presence of pain". The policy showed components of the Pain Management Program includes ..."Accurate and complete documentation of pain assessment and monitoring" ..."Informed resident participation in care decisions including managing pain" ..."medication for the control or relief of anxiety". Also included in the facility's policy are standards, "1. Pain assessment protocol may be initiated under any of the following situations:" ..."Resident received routine pain medication and/or pain is not controlled" ..."A significant increase in the need for use of PRN use of pain medication" ..."A change in pain identification related to behavior, cognition, or mood" and "6. A provision of pain treatment that includes pharmacological and non-pharmacological interventions will be included in the care plan" and "12. The resident's physician will be notified of the resident's complaint of pain which are not relieved by comfort measures including pain medications". (B)	S9999		