

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6002075</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>12/01/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CONTINENTAL NURSING &amp; REHAB CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5336 NORTH WESTERN AVENUE CHICAGO, IL 60625</b>
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S 000	Initial Comments  Complaint Investigation 2389614/ IL00166836 2389184/ IL00166281	S 000		
S9999	Final Observations  Statement of Licensure Violations: 300.610a) 300.1010b) 300.1210a) 300.1210b) 300.1210c)  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 300.1010 Medical Care Policies  b) The facility shall have and follow a written program of medical services which sets forth the following: the philosophy of care and policies and procedures to implement it; the structure and function of the medical advisory committee, if the facility has one; the health services provided;	S9999	Attachment A Statement of Licensure Violations	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>arrangements for transfer when medically indicated; and procedures for securing the cooperation of residents' personal physicians. The medical program shall be approved in writing by the advisory physician or the medical advisory committee.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</p> <p>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.</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents'</p>	S9999		
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S9999	<p>Continued From page 2 respective resident care plan.</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to manage R2's pain by not following physician orders to schedule a consultation at the pain clinic. This failure resulted in R2 experiencing dental pain rated as 10 out of 10 on a numerical rating pain scale, resulting in the pain radiating and R2 experiencing headache.</p> <p>Findings include:</p> <p>R2's Face Sheet documents resident is a 49-year-old with diagnoses including but not limited to: paraplegia, type 2 diabetes mellitus with unspecified complications, local infection of the skin and subcutaneous tissue, neuromuscular dysfunction of bladder, gastro-esophageal reflux disease without esophagitis, anxiety due to known physiological condition, acute kidney failure.</p> <p>MDS section C (09/04/2023) documents that R2 has a BIMS score of 15, indicating that R2's cognition is intact.</p> <p>Care plan (dated 08/23/2023) documents that R2 is at increased risk for alteration in pain/discomfort related to skin or tissue impairment, other generalized pain, wound chronic disease process, neuropathic pain, circulatory impairment, musculoskeletal impairment, chronic physical or psychosocial disability.</p> <p>On 11/28/2023 at 10:30am, R2 stated, "I am not</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>getting my pain medication. I was admitted to the facility in August, and since August I have not been receiving the Oxycodone. I have pain that is severe. My pain is 10/10 due to my teeth, and when I ask for the Oxycodone, they tell me that the doctor did not write the script for the Oxycodone, and the only thing they offer me for pain management is Tylenol. The Tylenol brings down my pain from 10/10 to 9/10. I asked the doctor on many occasions for the pain medication, and he did not write the script since August. I have been telling the doctor that I am in a lot of pain due to my teeth, and since I am not getting the pain medication, the pain radiates to my head, resulting in headaches. The pain is so bad, that I get headaches from not getting the Oxycodone. I kept asking the nurses for the Oxycodone, and the nurses reached out to the physician and either the physician does not call back or ignores the request for the pain medication. I was ignored by my physician many times when I requested the Oxycodone. Since August, I have been ignored and my pain has not been managed and it got to the point that I am experiencing headaches from the severe pain. I have not been referred to the pain clinic."</p> <p>During medication administration on 11/28/2023 at 11:02, surveyor observed R2 complaining of pain on a scale of 10/10. Surveyor observed V3 (licensed practical nurse) administering Tylenol to R2 for pain management of 10/10.</p> <p>On 11/28/2023 at 11:03am, V3 (licensed practical nurse) stated, "R2 has been complaining of severe pain and the only medication I can give R2 is Tylenol. R2 has an active order for Oxycodone since 08/21/2023, but the doctor did not write the script. I called the doctor's office on several occasions, and I did not receive a call back.</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>When I saw the doctor during rounds, I informed the doctor that R2 is having severe pain and the pharmacy will not fill the Oxycodone without a script. The physician did not want to write the script despite me asking several times. I am not sure why the doctor did not write the script, but I asked several times and R2 asked the doctor several times as well. R2 complains of pain due to his teeth and eventually causing headaches. R2 states that the pain is 10/10 and I can only give him Tylenol because that is the only pain medication that I can give R2 without a script for the Oxycodone."</p> <p>On 11/28/2023 at 11:20am, V4 (assistant director of nursing) stated, "R2 has a PRN order for Oxycodone and R2 has not been receiving this medication. The Oxycodone was ordered on 08/21/2023, and the doctor did not write a script for it and that is why R2 is not receiving the medication. If a resident has an active order for the PRN Oxycodone, the resident must have an active script from the physician which the pharmacy needs. R2 does not have an active script for the prn Oxycodone. Nobody informed me that R2 needs a script for the pain medication. I was not aware that R2 is experiencing severe pain and that he is not receiving the Oxycodone because the physician did not write a script for it. I was not aware that R2 was not receiving the Oxycodone since his admission in August, and I was not aware that R2 needed a script. If I knew, I would have taken care of this matter immediately. I was also not aware that V3 (licensed practical nurse) attempted to call the doctor's office to obtain the script and that V3 did not receive a call back. The doctor may not have written a script for the Oxycodone because the doctor may want R2 to go to see a pain specialist. R2 has not been seen</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>by a pain specialist since he admitted."</p> <p>On 11/28/2023 at 1:22pm, V6 (social services coordinator) stated, "When R2 was first admitted, he complained about not receiving his pain medication. R2 was specifically complaining of tooth pain and mentioned that R2 is not receiving his pain medication."</p> <p>On 11/28/2023 at 2:52pm, V7 (R2's physician) stated, "Oxycodone is a controlled medication and we have to get a pain specialist to see the resident and write the script for this medication. Oxycodone is a medication that is controlled and should be ordered by the pain specialist. Oxycodone is a scheduled C2 class of medications, and it has to be prescribed by a pain specialist due to the opioid overdose pandemic. R2 should have been scheduled to see the pain specialist, so that R2 could receive the Oxycodone, but he was not scheduled. This medication is very addictive, and a pain specialist should write this script."</p> <p>On 11/30/2023 at 12:55pm, V11 (transportation) stated, "I did not schedule R2 for a pain consultation. The order must not have been on our dashboard. For the physician order to appear on the dashboard, the nurse must write a note on the dashboard, and I will see it and schedule the resident for the appointment. R2 was never scheduled for the pain consultation because I did not see the order. The order for R2's pain consultation was placed on 09/09/2023, but I made a mistake and overlooked the order, and R2 was never scheduled."</p> <p>R2's Order (dated 08/21/2023) states: Oxycodone-Acetaminophen Oral Tablet 5-325 MG (Oxycodone with Acetaminophen)</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>(milligrams) *Controlled Drug*. Give 0.5 tablet by mouth every 6 hours as needed for pain.</p> <p>Review of R2's Medication Administration Record (08/21/2023 to 11/28/2023) indicated that R2 did not receive a single dose of Oxycodone-Acetaminophen Oral Tablet 5-325 MG.</p> <p>R2's Physician Order (dated 09/09/2023) states: Refer for pain consult.</p> <p>R2's Progress Note (dated 10/3/2023) documents, "The writer was informed that he complain of headache staff gave the pt. Tylenol 2 tabs and staff page the np (nurse practitioner), the operator pick up number and promised to call back to the writer, which never happened. Endorsed to the incoming nurse."</p> <p>R2's Progress Note (dated 10/16/2023) documents, "Resident has been complaining of Dental pain, appointment scheduled for today 10/16/23 at (dental office) at 1030. Resident declined to go, stating he was up all night unable to sleep and does not feel up to an appointment at his time. Transportation notified; she will reschedule the dental appointment.</p> <p>Progress Note (dated 11/28/2023) documents, "The resident was seen today at the bedside by (Physician), and these following orders were given Lantus 15 units HS (evening), Pain consultation with (pain clinic physician), and Cardiology consult with (cardiac physician). Orders were carried out."</p> <p>Guidelines for Pain Management (09/01/2023) states: It is the intent of the facility to promote resident independency, comfort, and to preserve</p>	S9999		
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S9999	Continued From page 7  resident dignity in an ongoing effort to promote the highest level of quality for their lives. One aspect of this commitment is to maintain an effective pain management plan to provide residents the means to receive necessary comfort, exercise greater independence, and therefore enhance their overall welfare and well-being.  (B)	S9999		