

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005466	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 08/09/2018
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NAME OF PROVIDER OR SUPPLIER ST VINCENT'S HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 1440 NORTH 10TH STREET QUINCY, IL 62301
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S 000	Initial Comments Annual Health with IL104668 & IL104785 Statement of Licensure violations	S 000		
S9999	Final Observations 300.610a) 300.1210b) 300.3240a) 300.3240b) 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 resident to meet the total nursing and personal care needs of the resident. Restorative measures shall include, at a minimum, the following	S9999		

Attachment A
Statement of Licensure Violations

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 08/31/18
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S9999	<p>Continued From page 1</p> <p>procedures:</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</p> <p>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the facility administrator</p> <p>These requirements were not met as evidenced by:</p> <p>1. Based on observation, interview and record review the facility failed to prevent staff to resident mental abuse for one of four residents (R43) reviewed for abuse in a sample of 23. This failure resulted in V19 purposefully slapping the baby doll of a severely cognitively impaired resident in order to "rile up" the resident causing R43 to suffer emotional distress and agitation.</p> <p>2. Based on observation, interview, and record review the facility failed to demonstrate staff competency and skill to implement individualized approaches for understanding, prevention and relief of resident stress associated with dementia for one of five residents (R43) reviewed for dementia care in a sample of 23. These failures resulted in R43 suffering emotional distress and agitation when V19(CNA/Certified Nurse Aide) slapped the resident's cherished baby doll in order to purposefully "rile her up."</p> <p>Findings include: An Abuse Prevention Program policy dated 12/2016 states, " Our residents have the right to be free from abuse, neglect, misappropriation of resident property and exploitation. This includes</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>but is not limited to freedom from corporal punishment, involuntary seclusion, verbal, mental, sexual or physical abuse."</p> <p>An Abuse and Neglect Prevention Program employee education booklet dated 6/26/18 states, " Any employee who becomes aware of perceived, possible or actual abuse/neglect of a resident shall immediately protect the resident from further harm and summon help if needed. Immediately report the incident to Administrator." A Quality of Life- Dignity policy dated 8/2009 states, " Each resident shall be cared for in a manner that promotes and enhances quality of life, dignity, respect and individuality. Staff shall speak respectfully to residents at all times."</p> <p>A Facility dementia training booklet (undated) instructs staff, "Reassure her (resident) with words and touch. Being with a person with dementia means understanding things from his or her unique prospective. It is important for us as caregivers to have empathy. Empathy is having awareness of or insight into, the feelings, emotions and behaviors of another person and their meaning and significance. Empathy builds trust; decreases anxiety; restores dignity. when residents feel they are being accepted and acknowledged for what ever the feelings are, anxieties tend to decrease."</p> <p>R43's Minimum Data Set (MDS) assessment dated 6/15/18 documents that R43 is moderately cognitively impaired.</p> <p>R43's list of current diagnoses includes Dementia, Anxiety disorder, and Depression.</p> <p>R43's current care plan states, "I have confusion/short and long term memory</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>impairment that affects my daily functioning. Provide me comfort and support my current thoughts in a soothing manner, and ensure my safety. I have a baby doll in my room that I like to take care of. Don't touch or rearrange any of my personal items. Provide me with emotional support and reassurance when I am upset."</p> <p>On 8/6/18 at 1:41p.m. R43 was seated in her room in a chair next to her bed. R43 was holding two baby dolls in her arms and a third baby doll was laying on top R43's bedside table. When asked about her baby dolls, R43 became agitated and pulled the baby dolls closer to her body and moved the table with the third doll closer to herself in a protective gesture .</p> <p>R43's abuse investigation dated 6/26/18 documents that on 6/24/18 at 7:00p.m. V20 (Certified Nurse Aide/CNA), V21 (CNA) and V19 (CNA) were in R43's room when V19 stated, "Every once in a while I like to rile her up," then proceeded to pick up R43's baby doll and strike it. The investigation states that V43, "Was visibly upset," and proceeded to say, "No, put it down now. Stop It." The investigation documents that once V1 (Administrator) was notified, an abuse investigation was initiated which substantiated mental abuse to R43 by V19.</p> <p>On 8/8/18 at 3:10p.m. V20 stated that on the evening of 6/24/18 V20, V21, and V19 were in R43's room assisting R43's roommate with care. V20 stated that before they left the room V19 said, "Watch this," then V19 proceeded to slap R43's baby doll. V20 stated that R43 has dementia and all staff are aware that V43 considers her three baby dolls her children and doesn't want anyone to touch them. V20 stated that when V20, V19, and V21 left R43's room,</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>V20 asked V19 why she would do such a thing. V20 stated that V19 told V20, "She (V19) does it all the time." V20 stated that after V19 slapped R43's doll, R43 was, "Very distressed and angry." V20 stated that R43 also became agitated and rocked her baby dolls. V20 stated that she did not report witnessing V19's mental abuse to R43. V20 stated that V19 continued to provide care to residents until the end of her shift at 10:45p.m.</p> <p>On 8/9/18 at 9:10a.m. V21 stated that 6/24/18 was only the second evening he had worked at the facility. V21 also stated that the evening of 6/24/18 was the first time he had met V19. V21 stated that V19 was rude and seemed like, "She didn't really want to be here at work." V21 stated that at approximately 8:00p.m. V19, V20, and V21 entered R43's room to provide care to R43's roommate. V21 stated that while they were in R43's room, V19 started discussing, "How to keep from being bored during a shift. She looked at R43's baby doll on her box of tissues, which is R43's favorite. R43 says it's too beautiful to touch, and R43 never holds it because she thinks it's so beautiful. R43 has severe dementia and she is very particular about her environment." V21 stated, "(V19) said something like, 'Every once in a while I like to rile her up,' then (V19) held (R43's) baby doll in her hand and smacked it's head in front of (R43). (R43) said 'Don't do that' and 'No' very sternly. (R43) grimaced and reached for the baby doll. (V19) put the baby doll back down and said to (R43), 'You're fine.' (R43) rocked and cuddled the baby doll. That's the only time I've ever seen (R43) hold that baby. I was flabbergasted, astounded someone could do that. I felt horrible for not saying anything," to stop V19.</p> <p>In V19's abuse allegation interview dated 6/25/18 documents that during the interview V19 stated,</p>	S9999		

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S9999	Continued From page 5 "Oh. Sometimes we toss her dolls on her (R43's) bed and it riles her up. It's kind of cute, but probably not to the resident. Then we have to fix them for her." On 8/9/18 at 11:55a.m. V26 (R43's family) stated that R43 has severe dementia and doesn't even remember the names of R43's children. V26 stated, "Those baby dolls are her (R43) everything. Those baby dolls are her children. I know this (slapping the baby doll) would have really disturbed her. She thinks those baby dolls are her babies." On 8/9/18 at 12:39p.m. V2 (Director of Nurses) stated, "All staff know (R43) has dementia and considers the dolls as her children. V19 made the decision, even after having dementia training, to say she likes to rile (R43) up by hitting her baby dolls." V2 verified that hitting R43's baby dolls to "rile up" R43 is mental abuse. (B)	S9999			