

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6013072	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/29/2018
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NAME OF PROVIDER OR SUPPLIER UNITED METHODIST VILLAGE, NORTH CAMPI	STREET ADDRESS, CITY, STATE, ZIP CODE 2101 JAMES STREET LAWRENCEVILLE, IL 62439
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S 000	Initial Comments Complaint #1855025/IL104649 investigation Complaint #1855032/IL104655 investigation	S 000		
S9999	Final Observations Statement of Licensure Violations 300.510e) 300.695b)4) 300.695c)3)5) 300.695e) 300.3210a) 300.3210f) 300.3210g) 300.3210o) 300.3240a) 300.3260g) 300.3260o) Section 300.510 Administrator e) The licensee and the administrator shall be familiar with this Part. They shall be responsible for seeing that the applicable regulations are met in the facility and that employees are familiar with those regulations according to the level of their responsibilities. Section 300.695 Contacting Local Law Enforcement b) The facility shall immediately contact local law enforcement authorities (e.g., telephoning 911 where available) in the following situations: 4) When a crime has been committed in a facility by a person other than a resident;	S9999	Attachment A Statement of Licensure Violations	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 09/21/18
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S9999	<p>Continued From page 1</p> <p>c) The facility shall develop and implement a policy concerning local law enforcement notification, including:</p> <p>3) Contacting police, fire, ambulance and rescue services in accordance with recommended procedure;</p> <p>5) Facility investigation of the situation.</p> <p>e) The facility shall also comply with other reporting requirements of this Part.</p> <p>Section 300.3210 General</p> <p>a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law based on their status as a resident of a facility. (Section 2-101 of the Act)</p> <p>f) The facility shall make reasonable efforts to prevent loss and theft of residents' property. Those efforts shall be appropriate to the particular facility and may, for example, include, but are not limited to, staff training and monitoring, labeling property, and frequent property inventories.</p> <p>g) The facility shall develop procedures for investigating complaints concerning theft of residents' property and shall promptly investigate all such complaints.</p> <p>o) The facility shall also immediately notify the resident's family, guardian, representative, conservator and any private or public agency financially responsible for the resident's care whenever unusual circumstances such as accidents, sudden illness, disease, unexplained absences, extraordinary resident charges,</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>billings, or related administrative matters arise.</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>Section 300.3260 Resident's Funds</p> <p>g) The facility shall keep any funds received from a resident for safekeeping in an account separate from the facility's funds, and shall at no time withdraw any part or all of such funds for any purpose other than to return the funds to the resident upon the request of the resident or any other person entitled to make such request, to pay the resident his allowance, or to make any other payment authorized by the resident or any other person entitled to make such authorization. (Section 2-201(6) of the Act)</p> <p>o) The facility shall take all steps necessary to ensure that a personal needs allowance that is placed in a resident's personal account is used exclusively by the resident or for the benefit of the resident. Where such funds are withdrawn from the resident's personal account by any person other than the resident, the facility shall require such person to whom funds constituting any part of a resident's personal needs allowance are released to execute an affidavit that such funds shall be used exclusively for the benefit of the resident. (Section 2-201(9)(b) of the Act) "Personal needs allowance," for the purposes of this subsection, refers to the monthly allowance allotted by the Illinois Department of Public Aid to public aid recipients.</p> <p>These Regulations were not met as evidence by:</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>Based on interview, observation and record review the facility failed to effectively manage facility and resident funds, failed to maintain resident personal trust funds accounts separate from business accounts used for paying facility bills, failed to implement their abuse policy by immediately initiating and investigating an allegation of resident financial abuse and failed to notify local law enforcement of an allegation of financial abuse for 31 of 31 residents (R2, R3, R4, R5, R6, R7, R8, R12, R13, R14, R15, R16, R17, R18, R19, R21, R22, R23, R25, R27, R28, R29, R31, R32, R33, R37, R38, R41, R42, R43, and R47) reviewed for mismanagment of funds in the sample of 47. This failure resulted in R4 experiencing anxiety, anger and nausea and R7 experiencing fear, sadness and anxiety with fearfulness that the facility will have to close.</p> <p>Findings include:</p> <p>On 08/23/18 at 12:40pm, V22 (Medicaid Insurance Clerk) stated that in October 2017, V1 (North Administrator, President, Chief Executive Officer) instructed V22 to move \$17,000 from the South Campus Trust Fund Account to the South Campus Operating Account. V22 stated this was the first time V22 had been told to do this. V22 stated this was paid back in a lump sum about one month later for the South Campus Operating account back to the South Campus Trust Fund Account. V22 stated in February of 2018, V1 told V22 to move \$3,000 from the North Campus Trust Fund, and \$3,000 from the South Campus Trust Fund to each facility's Operating Account to cover payroll. V22 stated (V22) paid this money back from each Operating Account into each Trust Fund Account in March 2018. V22 stated in June 2018, V1 told V22 to move money from the South Campus Trust Fund into the Operating</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>Account, and V22 then transferred \$25,000. V22 stated V1 did not give V22 a dollar amount to withdraw, but V22 knew what checks were outstanding and how much would be needed to cover the outstanding checks as well as payroll. V22 stated V1 informed V22, V22 could pay the \$25,000 back the next day. V22 stated on 06/22/18 (V22) also moved \$2,000 from the South Campus Trust Fund and \$7,000 from the north campus trust fund to cover the payroll, even though it did not end up covering all the payroll. V22 stated V22 did not record these transactions in V22 accounting system and stated V22 would not have known how to do so. V22 stated residents were unaware of the movement of trust fund money into accounts payable. V22 stated residents and their families permission was not obtained prior to moving the funds. V22 stated when residents requested money from their trust account, (V22) would take it out of petty cash</p> <p>On 08/23/18 at 10am and 2pm, observations were made of meetings in the facility's north campus chapel. At both meetings, it was observed that all seats were filled with multiple attendees standing in the back of the chapel. The surveyor attended the 2pm meeting, which was facilitated by V31, Bishop/Board Member. V31 stated the purpose of the meeting was to hear resident, staff, family, and community concerns and complaints about the facility's administration. V31 stated, "The facility is in crisis mode." V31 stated that the board is investigating complaints that administration has mismanaged the facility. V28, son of R15 and V17, wife of R15, who lives in the facility's assisted living apartments, addressed V31. V28 was tearful and stated V17 cries often and is worried what will happen if V17 and R15 have no place to live if the facility closes. V28 stated V28 is concerned that stress on the</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>staff will affect the quality of care that V17 and R15 receive. V28 stated in V28's opinion, V1 was guilty of financial abuse by using resident trust funds to pay bills.</p> <p>1. On 08/24/18 at 1:40pm, R4 stated, R4 is angry and hurt to hear about the financial situation at the facility. R4 stated, "My nerves are shot since all this started happening." R4 stated, "we are all living here not knowing if we will have a home tomorrow." R4 stated since the recent events at the facility, R4 has been experiencing anxiety, hives, and nausea. R4 stated R4 went to the meeting facilitated by the bishop on 08/23/18 and was so upset and ill R4 had to get an injection of Phenergan afterwards.</p> <p>R4's August 2018 Physicians Order Sheet documented an order for Phenergan solution 25 milligrams every six hours as needed for nausea and vomiting no more than four doses in a twenty four hour period, ordered by V20, Physician, dated 08/22/18. An August 2018 Medication Administration Record documented that the Phenergan was administered on 08/23/18. R4's Care Plan dated 07/21/18 documented a problem area of, "Complaints of nausea and vomiting" which was added on 08/24/18. A Nursing Progress Note dated 08/21/18 at 3:32pm stated, "I asked resident how R4 felt and R4 said, "Everything's awful. R4 had a very angry expression on R4's face. Began saying that a criminal runs this place and R4 is fed up." A Nursing Progress Note dated 08/21/18 at 8:02pm stated, "Nurse was called to residents room for a request of something for R4's nerves." R4's 07/13/18 Brief Interview for Mental Status (BIMS) documented a score of 15, indicating R4 has no deficits in cognitive functioning.</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>On 08/29/18 at 11:20am, V19 Registered Nurse stated R4's Phenergan was ordered by R4's primary care physician for nausea. V19 stated R4 has a history of occasional nausea and V19 cannot recall if R4 has ever been previously prescribed Phenergan. V19 stated V19 is unsure what brings on R4's nausea, but that R4 is alert and oriented and able to report when R4 needs it, and staff give it when R4 requests it.</p> <p>On 08/24/18 at 10:27am, V11, north campus CNA, stated R4 has displayed anger and anxiety regarding rumors of financial mismanagement at the facility. V11 stated R4 stated R4, "doesn't want (V1) to take R4's money, and R4 is sick of it. R4 is worried R4 will have nothing left." V11 also stated if an employee was accused of taking money from a resident, they would be suspended and possibly discharged after investigation.</p> <p>2. On 08/28/18 at 1:20pm, R7 stated room rates at the facility continue to go up. R7 stated, "It breaks my heart to think that somebody would steal from us." R7 observed to be tearful and stated she tries not to let it worry her. R7 stated she feels anxious and worries the facility will close and she will not have a home. R7 stated she and her husband worked hard their whole lives and lived frugally to prepare for old age only to have to worry about not having a place to live.</p> <p>R7's EHR (Electronic Health Record) documented a 08/23/18 BIMS of 15, indicating R7 has no deficit in cognitive functioning.</p> <p>On 08/24/18 at 10:40am, V12, north campus Licensed Practical Nurse, stated R7 has experienced extreme anxiety and anger after finding out that money was taken out of the resident trust accounts without permission. V12</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>also stated that if an employee was alleged to have taken money from a resident, they would be asked to leave the facility and it would be investigated.</p> <p>3. On 08/28/18 at 12:40pm, V17 family member of R15, stated in late June 2018, R15 wanted to watch a ballgame, and when R15 turned on the TV the cable was not working. V17 called the cable provider and was told it was shut off due to nonpayment. V17 stated that V17 paid the bill over the phone with V17's credit card, which was over \$1200 for all three campuses, and would pay the bill up through the end of July. V17 stated V1 offered to reimburse V17, but V17 only asked for a donation receipt and considered it a donation to the facility.</p> <p>R15's EHR documented a 6/14/18 Brief Interview for Mental Status Score (BIMS) of 5, indicating R15 is severely cognitively impaired.</p> <p>4. On 08/24/18 at 1:10pm, R3 stated R3 has been saddened and worried about the financial stability of the facility. R3 stated R3 is afraid R3 will lose R3's home at the facility. R3 stated, "I don't understand, if we give them our money, how come the bills aren't paid?" R3 stated R3 would not like it if R3 were to find out the facility were using R3's money without R3's permission. R3's 5/11/18 Brief Interview for Mental Status documented a score of 15, indicating R3 has no deficits in cognitive functioning.</p> <p>5. On 08/28/18 at 12:15pm, R5 stated R5 has experiencing "Worry and a little depression" in regard to recent issues with the facility's financial status. R5 stated R5 became aware of the issues when R5 heard about staff paychecks bouncing and the cable being shut off.</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>R5's EHR documented a 06/22/18 BIMS of 15, indicating R5 has no deficit in cognitive functioning.</p> <p>6. On 08/28/18 at 12:25pm, R6 stated she feels that the facility's issues are, "sad and frustrating."</p> <p>R6's EHR documented a 7/16/18 BIMS of 13, indicating R6 has minimal deficits in cognitive functioning.</p> <p>On 08/23/18 at 3:15pm, V30, Former Administrator of the facility, stated V30 feels V1 has broken the law and violated federal long term care regulations by using resident trust funds without permission. V30 stated when V30 was administrator, Medicaid payments were as much as 8 months behind, but resident trust funds, employee pension funds, and employee health insurance premiums were never used to pay bills. V30 stated V30's aunt lived in the facility's north campus in 2017 until her death. V30 stated V30's mother, who was V30's aunts power of attorney, received a bill early in 2018 totaling \$6,500. V30 stated the bill was not itemized, V30's mother tried multiple times to call V1 and went to the facility to try to meet with V1 only to be told V1 was not available. V30 stated finally on 08/08/18, V30's mother went to the south campus asking for help and met with V22 and V16, south campus Administrator. V30 stated they sat down with her and went through the charges with her and came up with a final bill of \$140.00.</p> <p>On 08/23/18 at 3:40pm, V27, Board Member, stated he has recently been appointed to the facility's Board of Directors. V27 stated V27 has been tasked with looking into allegations of financial mismanagement by V1.</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>On 08/24/18 at 10:05 am, V10, north campus Certified Nursing Assistant(CNA) Coordinator, stated R5, R16, and R3, have experienced increased anxiety and crying as they are afraid the facility will close down and they will not have a home. V10 stated these residents have also verbalized fears that their trust money will be taken from them due to rumors of financial misconduct at the facility. V10 stated several residents have left the facility and several more are considering leaving due to fears of the facility closing. V10 also stated if an employee was accused of taking funds or property from a resident, the employee would be suspended and investigation started.</p> <p>On 08/24/18 at 11:10am, V13, north campus Medical records, stated if an employee was suspected of financial abuse of a resident, they would be asked to leave the facility and an investigation would be started.</p> <p>On 08/24/18 at 12:10pm, V15, north campus Dietary Assistant, stated V15 has heard R5, R6, and R7 in the dining room discussing the facility's financial issues and stating they were worried about where they would go if the facility closed. V15 stated if an employee was accused of financial abuse of a resident they would be off work and possibly discharged.</p> <p>On 08/24/18 at 2:45pm, V2 Director of Nurses north campus, confirmed that V2 is in charge of operations at the north campus as V1 was off that day. V2 was informed by surveyors that V1 had been accused of resident financial abuse. V2 stated the facility would begin an immediate investigation. V2 stated, "I guess (V1) would be treated like any other employee, and will have to</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>be off during the investigation."</p> <p>On 08/28/18 at 8:45am, V1 was observed in V1's office. On 08/28/18 at 8:55am, V2 was asked if an investigation into allegations of resident financial abuse against V1 had been completed, since V1 was currently in the building. V2 stated "I thought you (surveyors) were doing the abuse investigation, I didn't realize we had to."</p> <p>On 08/28/18 at 9am, V1 stated V1 never told any staff to move money from resident trust accounts at either campus into the general fund. V1 stated that V22 is supervised by V16 so if V22 moved money, it must have been at V16 direction.</p> <p>On 08/28/18 at 9:45am, V16 stated V16 got a text message on 06/22/18 from V1 saying,"move the trust money". V16 stated V16 does not have the authority to make the decision to move money from trust accounts without authorization from V1. A cell phone screenshot V16 showed surveyors documented a text conversation between V1 and V16 which was dated 01/17/18. In it, V1 stated,"This is horrible and probably not ethical, but how much is in resident trust?" V16 replied,"Not enough probably like \$10,000 total between both(campuses)." V1 replies,"(expletive). How much is in the 401k plan? Could we borrow against that?" On 6/22/18, V1 stated,"Pull trust(funds) and legacy(funds). I (will) have to tell the board. They will probably fire me. Which they should."</p> <p>On 08/28/18 at 9:50am, V16 provided documents which V16 stated proved that money had been moved from trust accounts into the general operating fund and then repaid. V16 stated V16 highlighted the lines on the documents that are applicable. Documents provided by V16 all titled</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>"Commercial Interest Checking Account" (Trust Fund Accounts) are as follows: October 2017: check #5450, dated 10/27/17, was written for \$3,000. November 2017: A \$3,000 deposit was made into the same account on 11/30/17. January 2018: On 01/19/18, check #5509 was written for \$3,500. February 2018: On 02/15/18 a deposit for \$2,000 was made, check#5529 was written on 2/20/18 for \$3,000, and a deposit was made on 02/28/18 for \$2,038 with "\$2,000 from (facility)" written beside this entry. March 2018: On 03/15/18, deposits for \$2,500 and \$4,500 were made. June 2018: On 06/25/18 check #5635 was written for \$7,000. July 2018: On 07/05/18 a deposit was made for \$9,215.32.</p> <p>On 08/28/18 at 2:15pm, V32, Former Assistant Administrator north campus, stated V32 went to a meeting of the facility's board on 06/27/18 to notify them that money had been moved from resident trust accounts at the north and south campuses into the general accounts. V32 stated the next day, V32 told V1, President/CEO(Chief Operating Officer)/Administrator north campus that V32 felt that movement of resident trust fund money into the general accounts constituted financial abuse of the residents. V32 stated V1 told V32, V32 was being insubordinate and terminated V32.</p> <p>On 08/29/18 at 3:15pm V16 stated V1 has terminated V1's employment. V16 stated V16 is now providing administrative duties at both campuses. V16 stated the investigation is ongoing. V16 stated nobody at the facility has contacted law enforcement.</p> <p>A 08/29/18 fax sent to the Department from V16 stated that on 08/24/18 at 3:30pm surveyors had verbally notified V16 of allegations of abuse</p>	S9999		
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Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6013072	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/29/2018
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NAME OF PROVIDER OR SUPPLIER UNITED METHODIST VILLAGE, NORTH CAMP	STREET ADDRESS, CITY, STATE, ZIP CODE 2101 JAMES STREET LAWRENCEVILLE, IL 62439
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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
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S9999	<p>Continued From page 12</p> <p>against V1, and that an investigation of V1 has started and is ongoing.</p> <p>V1's personnel record documented a signed sheet from V1 that on 10/16/13 V1 "acknowledged receipt of Resident Abuse and Neglect Policy: I have received and will read the copies of Resident Abuse and Neglect policies of (facility). I acknowledge my responsibility to report any abuse or neglect that I witness or suspect. I also understand the meaning of abuse and neglect as was told to me during orientation. Resident rights for people in long term care facilities: I have received and will read the copy of resident rights for people in long term care facilities. I acknowledge my responsibility to see that these rights are carried out." The personnel record also contained an (Administrator) job description, signed by V1 on 10/10/13. This document stated, "Standard requirements.....#2: Is knowledgeable of resident rights and ensures an atmosphere which allows for the privacy, dignity, and well being of all residents in a safe, secure environment.....Essential Duties, #4: Ensure the organization is financially strong and meets all financial requirements....#8: Ensure the organization is in compliance with the various regulatory agencies....Basic Qualifications: Skills: Financial knowledge-ability to understand the financial complexities of the (facility's) business operations." A document entitled, "Abuse, Neglect and Misappropriation," signed by V1 on 10/10/13 stated, " Misappropriation of property-(is defined as) using a resident's cash, clothing, or other possessions without authorization by the resident or the residents authorized representative; failure to return valuables after a resident's discharge; or failure to refund money after death or discharge when there is an unused balance in the resident's personal account."</p>	S9999		
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Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6013072	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/29/2018
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NAME OF PROVIDER OR SUPPLIER UNITED METHODIST VILLAGE, NORTH CAMPI	STREET ADDRESS, CITY, STATE, ZIP CODE 2101 JAMES STREET LAWRENCEVILLE, IL 62439
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S9999	<p>Continued From page 13</p> <p>A document titled Trust Transaction History for North Campus with a print date of 8/28/18 documented R2, R4, R5, R6, R7, R8, R12, R13, R14, R15, R16, R17, R18, R19, R21, R22, R23, R25, R27, R28, R29, R31, R32, R33, R37, R38, R41, R42, R43, and R47 had trust funds at the facility between the dates of 09/1/17 through 08/28/18.</p> <p>A Resident Funds Policy dated 07/18 stated," (the facility) protects the resident's funds maintained or managed by (the facility)."</p> <p>A Freedom from Abuse, Neglect, and Exploitation Policy dated 09/12/17 stated," It is the policy of (the facility) that each resident will be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this policy. Misappropriation of resident property means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a residents belongings or money without the residents consent...."It is the policy of (the facility) that reports of abuse...are promptly and thoroughly investigated. ..The Administrator or designee will begin the investigation immediately upon identification of alleged abuse....While (the) investigation is being conducted, accessed individuals employed by (the facility) will be immediately suspended pending investigation....All reports of suspected crime and/or alleged sexual abuse must be immediately reported to local law enforcement to be investigated." Facility staff will fully cooperate with the local law enforcement designee."</p> <p style="text-align: center;">B</p>	S9999		
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