

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003263	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/17/2018
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NAME OF PROVIDER OR SUPPLIER TOWER HILL HEALTHCARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 759 KANE STREET SOUTH ELGIN, IL 60177
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S 000	Initial Comments Complaint Investigation 1875910/IL105643	S 000		
S9999	Final Observations Statement of Licensure Violations 300.1210a) 300.1210b) 300.1210c) 300.1210d)5) 300.1220b)3) Section 300.1210 General Requirements for Nursing and Personal Care 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) b) The facility shall provide the necessary care and services to attain or maintain the highest	S9999		

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 10/04/18
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S9999	<p>Continued From page 1</p> <p>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' respective resident care plan.</p> <p>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:</p> <p>5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24-hour, seven-day-a-week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing.</p> <p>Section 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>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,</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>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. The plan shall be reviewed at least every three months.</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to conduct a comprehensive assessment to identify the root cause for the development of a resident's facility-acquired pressure sore, failed to develop an individualized plan of care and interventions to address the identified pressure sore and ensure physician orders were implemented to promote healing of the facility-acquired pressure ulcers.</p> <p>These failures resulted in R5 acquiring unstageable bilateral heel pressure ulcers and R6 acquiring unstageable deep tissue injury vs stage 4 right heel pressure ulcer.</p> <p>This applies to 2 of 3 residents (R5, R6) reviewed for pressure sores in the sample of 19.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. On September 12, 2018, R5 was sitting in his wheelchair wearing socks and shoes on his feet. V4 (CNA/Certified Nursing Assistant) and V5 (CNA) transferred R5 to his bed. V4 removed R5's shoes. R5's socks were soaked in the heel area of both feet with a pink colored fluid. V4 removed R5's socks. The dressing on R5's right heel was bunched up around R5's ankle, and a 	S9999		
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S9999	Continued From page 3 large wound was exposed and open to the air. V5 said, "The dressing probably came off when his sock was put on this morning." Both heel dressings were dated "9/11." V4 and V5 covered R5 with a blanket and left the room. They did not replace R5's socks or offload R5's heels from the bed using a pillow or foam boots. R5 was continuously observed until 12:20 PM. R5's heels were not offloaded at any time during the observation period. On September 12, 2018 at 11:45 AM, V4 said, "I'm not sure if [R5] needs to wear foam boots while he's in bed. I think he just wears them at night. We did not put them on him this morning when I put him back to bed. I did not tell the nurse his dressing was wet or had come loose." The EMR (Electronic Medical Record) shows R5 was admitted to the facility in March 2018 with multiple diagnoses including dementia and gastrointestinal hemorrhage. R5's MDS (Minimum Data Set) dated July 13, 2018 shows R5 has severe cognitive impairment and requires extensive assistance by two facility staff members with transferring, bed mobility, and locomotion. R5 is totally dependent on facility staff for dressing, hygiene, bathing, and toileting, and is always incontinent of bowel and bladder. R5's POS (Physician Order Sheet) shows the following order dated September 6, 2018: "Off load heels at all times, every shift." R5's care plan for risk for skin breakdown, initiated March 22, 2018, shows: pressure injury of the left heel dated August 9, 2018 and pressure injury to right heel dated September 3, 2018. Interventions include identify/document	S9999			

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S9999	<p>Continued From page 4</p> <p>potential causative factors and eliminate/resolve where possible. The facility did not have any interventions on the care plan to address offloading R5's heels or repositioning every 2 hours.</p> <p>V11's (Wound Doctor) documentation dated August 17, 2018 shows: "Initial Wound Evaluation and Management Summary. Unstageable (due to necrosis) of the left heel. Etiology: pressure. Wound size (Length x Width x Depth) 0.3 x 0.5 x 0.1 cm (centimeters)."</p> <p>V11's documentation dated September 7, 2018 shows: "Site 1: Unstageable (due to necrosis) of the left heel. Wound size (L x W x D) 0.3 x 0.3 x 0.2 cm. Site 3: Unstageable (due to necrosis) of the right heel. Etiology: Pressure. Wound size (L x W x D) 4.0 x 6.0 x not measurable cm."</p> <p>V11's documentation showed R5's heel wound was debrided the same day.</p> <p>On September 11, 2018 at 1:57 PM, V12 (Wound Nurse) documented the following measurements of R5's pressure ulcer: Right heel: 5.0 x 6.2 x unknown (L x W x D) centimeters.</p> <p>On September 12, 2018 at 2:43 PM, V12 was observed providing wound care to R5. V12 removed R5's socks and observed the dressing on R5's heel bunched up over R5's ankle, and the wound on R5's foot completely exposed. The dressing was dated "9/11." V12 stated the dressings were wet with a pink-tinged fluid. V12 said she was not notified by any facility staff that the dressing was not in place earlier in the day. V12 said R5's heels should be offloaded at all times, and facility nursing staff should replace any dressings that come off or are wet with drainage. V12 assessed R5's right heel wound and said,</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>"This looks much worse than yesterday. The wound appears larger, and is beefy and red, and the skin around the wound also appears red. I will have to notify the physician and get different orders." V12 measured R5's right heel wound and obtained the following measurements: 6.80 x 6.70 x unknown centimeters.</p> <p>2. On September 12, 2018 at 9:44 AM, R6 was sitting in a high-back wheelchair. R6 had a foam boot on his right foot. R6 did not have a foam boot on his left foot. R6's right and left feet were resting against the foot rest of the high-back wheelchair.</p> <p>R6 was observed on September 12, 2018 from 9:44 AM to 1:15 PM. R6 remained with a foam boot on his right foot, no foam boot on his left foot, and both feet resting against the foot rest of the high-back wheelchair. R6 was never observed moving his extremities, making position changes, or kicking his legs.</p> <p>On September 12, 2018 at 1:00 PM, R6 was sitting in the dining room eating lunch. R6's diet ticket showed double protein portion. Facility staff said the resident had not eaten any food off the plate since it was served. V13 (Dietitian) and V14 (Assistant Dietary Manager) came to R6's table and confirmed R6 had not been served a double portion of protein. V13 said she recommended double protein portions for R6 to promote wound healing.</p> <p>The EMR shows R6 was admitted to the facility in June 2013 with multiple diagnoses including dementia, chronic kidney disease, dysphagia, pacemaker, cardiomyopathy and heart failure.</p> <p>R6's MDS dated August 20, 2018 shows R6 is</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>totally dependent on two facility staff for bed mobility, transfers, hygiene, bathing and toileting. R6 has an indwelling urinary catheter and is always incontinent of bowel.</p> <p>R6's POS shows an order dated September 6, 2018: "Off load heels at all times every shift" and an order dated July 30, 2018 for Vitamin C 500 mg. daily and add double portion protein with all meals and peanut butter and jelly sandwich with all meals.</p> <p>R6's care plan for risk for skin breakdown, initiated December 14, 2017 shows: "7/16/2018 Pressure ulcer to right heel." Interventions added on September 5, 2018 include off load heels as tolerated. The facility did not have interventions regarding repositioning R6 every two hours or keeping R6's heels from resting on the foot rest of the high-back wheelchair when R6 was out of bed.</p> <p>V11's (Wound Physician) documentation for R6 dated July 20, 2018 shows: "Initial Wound Evaluation and Management Summary. Site 1: Unstageable DTI (Deep Tissue Injury) of the right, posterior heel. Etiology: Pressure. Wound size (L x W x D) 5 x 6 x Not measurable cm. Blister: Blood filled."</p> <p>V11's documentation dated September 7, 2018 shows R6 was provided with wound debridement of the right heel pressure ulcer. "Site 1: Stage 4 Pressure Wound of the right, posterior heel. Etiology: Pressure. Wound size: 6 x 6 x not measurable cm."</p> <p>V13's (Dietitian) documentation for R6 dated July 27, 2018 shows multiple recommendations due to the newly diagnosed deep tissue injury, including</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>adding daily Vitamin C, double protein portions three times daily "to promote wound healing."</p> <p>On September 11, 2018 at 3:57 PM, V12 (Wound Nurse) said, "[R5] developed heel wounds at the facility. [R6] stays up in the chair a lot, from breakfast to bedtime. He was in a smaller high-back wheelchair, but we ordered him a larger one because he is so tall. Both of heels are supposed to be offloaded. The plan is for him to lay down between meals."</p> <p>On September 12, 2018, V11 (Wound Doctor) said, "I would expect the facility staff to follow all recommendations, including offloading heels and dietary recommendations. Anywhere that is putting pressure on [R5's] heels will contribute to his wounds. If they weren't offloading his heels, that would be the cause of pressure ulcers. The same goes for [R6]. He should be getting double protein portions to help with wound healing. I have noticed an increase in facility-acquired pressure ulcers on the same floor [R5] and [R6] reside. The residents need to be repositioned."</p> <p>On September 13, 2018 at 1:28 PM, V3 (Medical Director) said, "I would expect facility staff to follow physician orders and to reposition residents every two hours to prevent pressure ulcers."</p> <p>(B)</p>	S9999		
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