

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010136	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/03/2017
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NAME OF PROVIDER OR SUPPLIER CROSSROADS CARE CTR WOODSTOCK	STREET ADDRESS, CITY, STATE, ZIP CODE 309 MCHENRY AVENUE WOODSTOCK, IL 60098
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S 000	Initial Comments Complaint investigation 1716476/IL97909 Incident Investigation to 10/21/2017/IL97817 Statement of Licensure Violations	S 000		
S9999	Final Observations 300.610a) 300.1210b 300.1210d)6) 300.3240a) 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	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 11/14/17
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S9999	<p>Continued From page 1</p> <p>shall include, at a minimum, the following procedures:</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>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</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>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to safely turn a resident in bed. This failure resulted in R1 being rolled out of bed, falling and sustaining a cervical neck fracture on October 21, 2017. This resulted in R1 requiring complete bed rest, and R1 feeling sad and socially isolated.</p> <p>This applies to 1 of 3 residents (R1) reviewed for safety in a sample of 3.</p> <p>The findings include:</p> <p>The Physicians progress note dated September 1, 2017 shows R1 has diagnoses of osteoarthritis, functional quadriplegia, hypertension, Alzheimer's dementia and cervical spine stenosis. R1's MDS (Minimum Data Set</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Assessment) shows R1 requires extensive assist with bed mobility and has impairment to upper and lower extremities on both sides.</p> <p>On November 2, 2017 at 10:00 AM, R1 was lying in bed on his back with a neck brace in place. R1's TV was on to a Spanish speaking channel. The walls next to R1's bed were beige and bare with areas of damage to the wall. The curtains were pulled between the beds in the room and the curtain at the door was partially pulled blocking R1's view out of the room.</p> <p>On November 2, 2017 at 10:00 AM, R1 said he remembers falling from the bed 10/21/17 while his linens were being changed. R1 said one CNA (Certified Nursing Assistant) was rolling him side to side to change his bed sheets that were wet. R1 stated, "She rolled me away from her to lay down fresh sheets then she turned me towards her kind of fast and I rolled right out of bed landing on my head." R1 said he has to be on bedrest and wear a neck brace for 3 months now since his neck was broken. R1 states the neck brace is tight and rubs his neck, very uncomfortable. R1 said he feels like he has no one to help him. R1 began to cry and said, "I can't get out of bed now, I can't go outside or go to activities. I feel so sad." R1 said he loved to go play bingo, go to exercise, attend church, and he loved to sit outside.</p> <p>On November 2, 2017 at 9:45 AM, E4 CNA said she was rolling R1 side to side to change his bed linens on 10/21/17. E4 said she was working alone, rolling him side to side. E4 said she rolled R1 towards the wall to put clean linen under him, then rolled him towards her, reached over him to pull out the dirty linen and R1 began to fall head first out of the bed. E4 said she tried to grab his</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>legs to prevent him from falling but it happened so fast.</p> <p>On November 2, 2017 at 10:53 AM, E5 LPN (Licensed Practical Nurse) said R1 had severely limited mobility that even moving his arm to put on the call light was a chore. E5 said he heard a commotion on the night R1 fell out of bed 10/21/17. E5 went to residents room and saw R1 lying on his right side on the floor next to his bed. E5 said he positioned R1 on his back and R1 began to complain of pain to his head, shoulder, and hip.</p> <p>On November 2, 2017 at 11:50 AM, E7 LPN (Licensed Practical Nurse) said she thought R1 should be a two person assist while in bed to change his linens. E7 said R1 could not assist with turning because his arms were contracted across his chest. E7 said it was not safe to do it by themselves. E7 said restorative staffs are responsible for determining how many staff provide assistance to a resident.</p> <p>On November 2, 2017 at 9:55AM, E8, E9 and E10 (CNA's-Certified Nursing Assistants) all agreed R1 was not able to help at all with positioning in bed due to his limited mobility.</p> <p>On November 2, 2017 at 1:15 PM, E6 restorative CNA said, R1 couldn't help the staff, and could not hold onto the bedrails. The director of restorative would ask for input when completing quarterly assessments to determine the number of staff needed for all care. E6 said R1 has the same physical functions since the fall but mentally it's been difficult for R1. E6 said R1 was very active with activities and now he is bed bound due to the type of injury he has after the fall.</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>On November 2, 2017 at 3:53 AM, E3 activity director said R1 loved to come to activities. E3 said R1 loved bingo, movies, exercise programs, religious events, any social activity and loved to sit outside. Since his fall he has to remain in bed.</p> <p>On November 2, 2017 at 12:45 PM, E2 DON (Director of Nurses) said the restorative director determines how many staff is needed for all cares. E2 said this information is added to the MDS, kardex and care plan for the staff to see. E2 said the restorative director quit and now all the care plans and kardex's the staff use need to be looked at to make sure the information is correct and up to date. E2 said with all of R1's physical problems and R1 not being able to help staff with his care, that it was not safe to roll R1 in his bed with just one staff present.</p> <p>The hospital records dated October 22, 2017, for R1 show a fracture to cervical spine (C2) secondary to trauma from fall from bed.</p> <p>The Physician's Order Sheet dated 11-01-17 to 11-30-17 shows R1 to be on bedrest and Miami J neck collar at all times for 3 months.</p> <p>The mental health provider progress note dated October 4, 2017 shows R1 (prior to the fall) has a history of depressive disorder and anxiety. The note goes on to show the resident is seen by staff to be sitting outside, pleasant, and talkative with other residents. The patient is seen participating in group activities and he denies any anxiety or depression.</p> <p>The Restorative Quarterly Evaluation dated September 29, 2017 for R1 shows severe loss for head and trunk range of motion, ability to restore</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>or maintain normal alignment. The evaluation also shows extensive assistance of two people is needed for bed mobility.</p> <p>The fall care plan dated December 9, 2013 shows R1 to be at risk for falls related to decrease sensation, decreased ability to maintain good posture, dependent on staff for transfers, cognitive loss, poor safety awareness, and decreased ability to determine the edges of the bed. The ADL (Activity of Daily Living) care plan dated December 9, 2013 and revised on April 7, 2016 shows R1 to be dependent on staff for all aspects of dressing, bathing, personal hygiene, transfers, toileting, and bed mobility. This care plan shows R1 to have impaired balance related to inability to use extremities due to extreme weakness, pain, neuropathy of lower and upper extremities. The care plan dated January 9, 2017 shows R1 has a history of depression. The interventions include: provide the resident with a program of activities that is meaningful and of interest.</p> <p>The facilities activity log shows R1 attended an activity 29 out of 30 days in September 2017 and 17 out of 21 days in October 2017 (up to the day of his accident). The activities included bingo, movies, trivia, sitting outside, exercise, music, and mass/rosary.</p> <p>The facility policy with a revision date of March 2009 for falls shows the purpose is to minimize the residents' potential for injury be early assessment and interventions. Residents are to be reassessed no less than quarterly. The restorative nurse will be responsible for completing all quarterly or significant change reassessments.</p>	S9999		
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S9999	Continued From page 6 The facility's bed making procedure with a revision date of October 2013 shows: 4. when making an occupied bed to raise the bed to the appropriate work level and put one side rail up. 8. Turn the resident to the side with side rail up. 12. Raise the side rail on the side you were working and go to the opposite side of the bed. 13. Lower the side rail and roll the resident over the linens toward the other side rail.	S9999		