

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6010037</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/05/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>WILLOWS HEALTH CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4054 ALBRIGHT LANE ROCKFORD, IL 61103</b>
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S 000	Initial Comments  Licensure Complaint Survey 1911368/ IL109850	S 000		
S9999	Final Observations  Statement of Licensure Violation: 1 of 1 Violation  330.4240a)  330.4240 Abuse and Neglect  a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) (A, B)  The REQUIREMENT was not met as evidenced by:  Based on interview and record review the facility failed to ensure a resident was not physically abused.  This applies to 1 of 3 residents (R1) reviewed for abuse in the sample of 5.  The findings include:  R1's Physician Order Sheet dated March 2019 shows R1 has diagnoses that include Dementia and Stroke.  R1's plan of care dated December 7, 2018 shows R1 is alert and oriented with forgetfulness.  A nurse note dated December 16, 2018 shows R1 became combative during care. The Certified	S9999	<p><b>Attachment A</b> <b>Statement of Licensure Violations</b></p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE  Electronically Signed	TITLE	(X6) DATE  03/15/19
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S9999	<p>Continued From page 1</p> <p>Nursing Assistant-CNA (V6) continued to provide care. After the CNA provided care, R1's right eye was swollen and starting to turn black and blue. R1's top of her right hand had a skin tear measuring 6x2 centimeters (cm). R1's top of left hand was bruised measuring 8x12 cm. R1's left fingers were starting to turn black and blue. R1's left forearm had a skin tear measuring 2x2 cm. R1's left hand had a skin tear measuring 2.5 x 2.5 cm. R1 had a bruise to the upper forearm measuring 6x2.5 cm.</p> <p>On March 4, 2019 at 9:30 AM, V7 (License Practical Nurse-LPN) said she was R1's regular nurse in the Sheltered Care unit. V7 said she was working the morning of December 16, 2018. V7 said she saw R1 sitting in her wheelchair at the nurses station. R1's right facial area was bruised a deep purplish/red. V7 said R1's right hand was wrapped in gauze bandages. V7 said she also noticed skin tears on R1's left hand and forearms. V7 said she asked R1 what happened. V7 said R1 was tearful, and R1 pointed to her arms and said "I don't like that". V7 said she could tell the skin tears and bruises were fresh. V7 said she asked the night nurse (V5) what happened. V7 said V5 told her that R1 was fighting when the night CNA (V6) was getting R1 up. V5 said V6 informed her of R1's skin tear and bruises after V6 got done providing care to R1. V7 said she then asked V6 (night CNA) what happened. V7 said V6 told her she went to R1's room to get her up around 4:30 that morning. R1 was combative. V6 said R1 had pulled a cord by the wall. V6 said she removed the cord from R1's hand. Then V6 noticed a skin tear on R1's hand and reported the skin tear to V5. V7 said the only time R1 had behavior was when she was being forced to do something she does not like. V7 said V6 should have left R1 and let her calm</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>down and reapproched R1 later. V7 said she immediately notified R1's daughter and the Chief Operating Officer (COO-V3) of what happened. V7 said R1's daughter was very upset and was crying. R1's daughter came to the facility and reported the incident to the police.</p> <p>On March 4, 2019 at 9:20 AM, V11 (CNA) said she was R1's regular CNA in the sheltered care. V11 said she saw R1 the morning of December 16, 2018. R1 had a huge bruise on the right side of her eyes, right side of her face and bruises and skin tears to her arms. V11 said she asked V6 what happened, "V6 told me R1 was combative when she was getting R1 up around 4 this morning." V11 said R1 does not want to get up that early. V11 said she told V6 she should have left R1 and reapproched her later. R1 does not have behaviors unless R1 does not agree with what is being done to her.</p> <p>On March 4, 2019 at 12:17 PM, V10 (Nurse Manager) said she came to the facility on December 16, 2018 at around 7AM. V10 said V3 (COO) informed her of the incident. V10 said R1 was sitting by the nurse's station. V10 said immediately, she noticed R1's large bruise on her eyes to her nose to her facial area. V10 said she also noticed R1's hands were bandaged. V10 said by then R1's daughter was in the facility and the daughter had called the police. V10 said she found out that the bruises and skin tears happened when the night CNA (V6) was providing care to R1. V10 said V6 should have reapproched R1. R1 has no behaviors unless R1 felt she was being forced to do something or if R1 was not agreeable and did not feel safe during care.</p> <p>V6's written statement shows that on December</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>16, 2018 at 4:30 AM, V6 said she went to R1's room and told R1 she was going to dress her and get her up for breakfast. R1 responded "get out and leave me alone." V6 proceeded to care for R1 in spite of R1 being resistive since V6 was going home soon. V6 put R1's depend on, R1 started to kick V6. V6 told R1 to stop. V6 continued to provide care and put R1's pants on. R1 said "mother, help me." V6 said she told R1 to roll over. R1 did not like to roll over. R1 continued to say "mother help me!" So V6 turned R1 over to wash R1. R1 grabbed the bed cord on the wall, still R1 was resisting while V6 was trying to pull R1's depends. V6 put R1 on her back. R1 was trying to hit V6 with the bed cord. V6 held both of R1's hands and told R1 "don't fight me". V6 left the room to look for V5 (night nurse). V6 went back to R1 and saw the skin tears on R1's right hand. V6 said she reported the skin tears to V5.</p> <p>On March 5, 2019 at 2:48 PM, V6 said she went to R1's room on December 16, 2018 at around 4:30 AM to get R1 up. V6 said R1 was combative, resisting, and fighting her. V6 said she needed to get up R1. When R1 was in her wheelchair she noticed a big skin tear on R1's hand. (V6 said she cannot remember if right or left since it's been more than two months ago) V6 said she told V5 she held R1's hands when R1 was fighting and grabbing the bed cord. V6 said that's where R1 got her skin tear on her hands. V6 said when she turned R1 to her right side to wash her, R1 was resisting and R1 hit her head/ face and knees on the bed rail by the wall.</p> <p>On February 28, 2019 at 11:41 AM, V9 (Detective) said V6 gave a statement on February 12, 2019 that on December 16, 2018, V6 went to R1's room at around 4am, R1 was</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>resistive to care, R1 pulled a cord and was flailing the cord at V6. V6 took both R1's hand and placed it in R1's chest, then V6 turned R1 to her right side towards her rail against the wall so R1 would stop fighting V6. V6 went out to get help from the nurse (V5) but V5 was not around. V6 went back to R1's room and continued to give care to R1. V6 said later on when she saw V5, she reported that R1 had skin tears and bruises. V9 said V6 is being charged with aggravated battery to an elderly person.</p> <p>On March 4, 2019 at 1:20 PM, V8 (Registered Nurse) said she is the regular evening nurse of R1. V8 said she was worried about R1's skin tears and bruises during the incident of December 16, 2018. V8 said R1's facial bruise was huge. V8 said R1 rarely has behaviors unless provoked or R1 does not understand what's going on. If R1 is resistant to care, R1 should be reapproached.</p> <p>On March 4, 2019 at 11:00 AM, V3 (Chief Operating Officer-COO) said she did the investigation regarding the incident involving R1 last December 16, 2018. V3 said she reported the incident to the state agency. V3 said that on December 16, 2018 early in the morning, she received a call from V7 (LPN). V3 said she was told that R1 had bruises and skin tears after CNA (V6) provided care to R1. V3 said she spoke to V6 later that week and V6 told her that she had gone to R1's room and R1 was resistive to care. V6 proceeded to care for R1. R1 was kicking and hitting V6. V6 turned R1 to her right side (R1's right side was by the wall) to clean her back side. R1 grabbed the electrical cord from the wall. R1 was flailing the electrical cord towards V6. V6 then took the cord from R1. V6 went out to find the nurse (V5) but V5 was not available. V6 said</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>she put R1 in her wheelchair and noticed R1's skin tears and reported to V5. Surveyor and V3 went to R1's room. V3 said R1's room lay out was the same when the incident happened. R1's right side of the bed was by the wall. R1's bed had quarter rails on both sides of the bed. V3 said it was possible that R1's head hit the wall when V6 turned R1 to her right side. V3 said R1's bruises and skin tears came from V6 holding R1's hand while R1 was flailing and fighting during care. V3 said V6 was not allowed to go back to the facility. V3 said V6 did not comply to the resident's wishes, V3 said V6 continued to give care against R1's will. V3 said her investigation showed that when R1 was combative during care, walking away and reapproching R1 was the best solution. V3 said V6 did not fit the expectation of the facility the way she treated R1.</p> <p>An undated facility policy on Abuse shows "All resident have the right to be free from abuse."</p> <p>(B)</p>	S9999		
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