

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009401	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 08/08/2019
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NAME OF PROVIDER OR SUPPLIER SYMPHONY AT THE TILLERS	STREET ADDRESS, CITY, STATE, ZIP CODE 4390 ROUTE 71 OSWEGO, IL 60543
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S 000	Initial Comments Complaint Investigation 1975620/IL114470 Statement of Licensure Violations	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)1)2) 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.	S9999		

Attachment A
Statement of Licensure Violations

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

08/23/19

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S9999	<p>Continued From page 1</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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 procedures:</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>2) All treatments and procedures shall be administered as ordered by the physician.</p>	S9999		

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S9999	<p>Continued From page 2</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 Regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to obtain physician ordered resident weights, ensure residents received dietary supplements, and failed to offer a planned menu for a resident receiving finger foods.</p> <p>This failure resulted in R1 experiencing a 23 pound weight loss over a 4 week time period and voicing concerns about experiencing weakness due to his weight loss.</p> <p>This applies to 3 of 4 residents (R1, R2, R4) reviewed for weight loss in the sample of 4.</p> <p>The findings include:</p> <p>1. On August 6, 2019 at 9:40 AM, R1 said, "I've only been here about a month and I've lost so much weight. I feel like losing all this weight is just making me weaker and weaker. It is hard to feed myself with the tremors I have in my arms and hands. No one has asked me what I would</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>like that would make me eat more. I do like bananas. They never bring me a banana. The dietitian said she would have them bring me a banana for breakfast today but they did not. I did not get yogurt with my breakfast yesterday or today, and I did not get the [nutritional frozen dessert] yesterday or today. I really don't like the super cereal, but no one from the kitchen has asked me what I would like instead of that."</p> <p>On August 6, 2019 at approximately 1:00 PM, R1 was sitting in his bed. R1 was feeding himself a cheeseburger. R1's diet ticket showed R1 receives a general diet, and should have received a nutritional frozen dessert, Greek yogurt, weighted utensils, and "offer sandwich and finger foods" R1 said he did not receive the nutritional frozen dessert, Greek yogurt or any other foods with his hamburger. R1 said he was not offered the menu items of carrots, pineapple or dinner roll.</p> <p>On August 6, 2019 at 1:35 PM, V10 (FSD-Food Service Director) said R1's breakfast tray and lunch tray was plated by V11 (CNA-Certified Nursing Assistant) and not the food service staff, so he could not say why the resident was not served all menued and physician ordered items.</p> <p>The facility Daily Spreadsheet for August 6, 2019 showed residents on a general diet should have received honey glazed carrots, pineapple tidbits, a dinner roll and margarine in addition to the main entree of chicken and dumplings for lunch. R1 did not receive the carrots, pineapple tidbits or dinner roll with his hamburger.</p> <p>On August 6, 2019 at 9:25 AM, V11 (CNA-Certified Nursing Assistant) said, "I am frequently assigned to [R1] during the day shift,</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>which ends at 2:00 PM. He feeds himself but I stay close by in case he needs help. He likes to eat bacon and cranberry juice for breakfast. At lunch I usually get him a peanut butter and jelly sandwich or grilled cheese. He's never had super cereal or [nutritional frozen dessert] or Greek yogurt from me."</p> <p>The EMR (Electronic Medical Record) shows R1 was admitted to the facility on July 5, 2019 with multiple diagnoses including, muscle weakness, developmental disorder of speech and language, dysphagia, diabetes, Parkinson's disease, hypertension, paraplegia, early-onset cerebellar ataxia, skin and subcutaneous tissue infection, Stage 3 sacral pressure ulcer, Stage 4 right buttock pressure ulcer, wheelchair dependence, diaphragmatic hernia, long-term use of antibiotics, osteoarthritis, muscle spasm, and anxiety disorder.</p> <p>R1's MDS (Minimum Data Set) dated July 12, 2019 shows R1 is cognitively intact, requires supervision with one person physical assistance for eating, extensive assistance with dressing, transferring between surfaces, bed mobility, personal hygiene, and bathing, and is totally dependent on facility staff for toilet use, and locomotion on and off the unit. R1 has impairment on both sides of his lower extremities and uses a wheelchair. R1 has an indwelling urinary catheter, and always has bowel incontinence.</p> <p>R1's Order Summary Report dated July 5, 2019 to August 6, 2019 shows an order dated July 5, 2019 for weekly weights x 4 every day shift every Monday for four weeks.</p> <p>Facility documentation shows R1 was weighed on</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>admission on July 5, 2019 and his weight was 165.9 pounds. The facility did not obtain R1's next weight until July 15, 2019, at which time R1 weighed 153.2 pounds; a 7.66 percent weight loss in ten days. R1 was next weighed on July 31, 2019, at which time R1 weighed 142.2 pounds; a 14.29 percent weight loss since R1's admission 26 days earlier. The facility did not have documentation to show R1 was weighed every week as ordered by the physician.</p> <p>On August 6, 2019 at 1:01 PM, V10 (FSD) said, "When we get a new resident, the dietitian usually comes to see them within the next week and does their nutritional evaluation. We don't go to the resident's rooms to ask about their food likes and dislikes or dietary preferences. We used to have someone here who did that, but we haven't had that person since late last year, so no one from our kitchen staff really addresses the resident's food preferences."</p> <p>On August 7, 2019 at 10:25 AM, V11 (Cook) said, "If a resident has a diet with finger foods, we can do several things, including dicing up the meat here in the kitchen before the food goes out to the room, or serving something like chicken tenders. [V10] usually talks to the resident. He can take the weekly menu into the resident's room and go over the menu with the resident and see what changes they want to make to the menu so that we know what the resident wants to eat. We have several residents here that he has done that for, but I don't have anything that shows that was done for [R1]."</p> <p>On August 5, 2019 at 1:45 PM, V4 (Dietitian) said she had added super cereal and [nutritional frozen dessert] for R1's meals and that facility staff should be checking the ticket when they</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>provide meals to R1 and making sure the items are on his meal tray. V4 said, "The main reason [R1] was losing weight was his medication and diarrhea. His daughter made some suggestions. We agreed to do a [liquid nutritional supplement] in addition to the other items. Today he agreed to have [liquid nutritional supplement] three times a day. The tremors, diarrhea, and antibiotics contributed to his weight loss. The facility has a dietary manager, but he doesn't get dietary preferences from residents. They are between people, but they haven't been doing that for residents."</p> <p>On August 7, 2019 at 3:45 PM, V10 (FSD) said the facility does not have a planned menu for R1's finger food diet.</p> <p>The facility's Menu Handbook, revised in September 2016 shows: "General Diet - The General Diet is planned according to the USDA MyPlate and HCFA guidelines. Three meals per day and a night snack are provided, with a minimum of the following foods: 6 ounces of meat or meat substitute, 5 fruit and vegetable servings, 6 bread or other grain servings, and two 8-ounce servings of milk. Finger Foods is a meal plan that includes foods that are easily picked up with fingers. This includes items served in a bowl, mug or cup that can be picked up. The Food Guide Pyramid Guidelines are followed, as able, on this diet. The Finger Foods diet can be modified for additional calorie and protein needs of the residents."</p> <p>On August 6, 2019 at 12:17 PM, V7 (Physician) said, "They never called me about [R1's] weight loss. That is a significant weight loss. It's fair to say his weakness can be attributed to his weight loss."</p>	S9999		

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S9999	Continued From page 7 2. R2 was reviewed for weight loss during record review. The EMR shows R2 was admitted to the facility on July 9, 2019 with multiple diagnoses including muscle weakness, speech disorder, hypertension, heart failure, atrial fibrillation, cardiac pacemaker, history of falling, abdominal aortic aneurysm without rupture, constipation, cardiomyopathy, and essential tremor. R2 was discharged from the facility on August 5, 2019 at 11:55 AM. R2's MDS dated July 18, 2019 shows R2 is cognitively intact, is able to eat with supervision and set up help only, and requires extensive assistance for all other ADLs. R2 is frequently incontinent of urine and always incontinent of stool. R2's Order Summary Report dated July 9, 2019 to August 5, 2019 shows an order dated July 9, 2019 for daily weights every day shift. The facility documentation shows R2 refused to be weighed on July 10 and 11, 2019. The facility did not have documentation to show R2 was weighed on July 12, 13, 14, 15, 17, 20, 21, 22, and 25, 2019. R2's weight on admission was recorded at 187.6 pounds. On August 6, 2019 at approximately 4:00 PM, V2 (DON-Director of Nursing) said R2's weight on admission was entered into the EMR incorrectly by the facility nurse because she used the documented weight from the hospital which is not acceptable to use as an admission weight. V2 said the first weight obtained for R2 at the facility wasn't until July 16, 2019, which was 173.2	S9999		
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S9999	<p>Continued From page 8</p> <p>pounds, a week after the resident was admitted. On July 23, 2019 R2 weighed 162.6 pounds, a 10.6 pound weight loss or 6.12 percent. R2 weighed 162.8 pounds when he discharged from the facility on August 5, 2019.</p> <p>Facility documentation shows V4 (Dietitian) saw R2 on July 11, 2019 and recommended 80 ml (milliliters) of 2 calorie/ml supplement, three times a day. The medical record shows the supplement was not started until July 24, 2019.</p> <p>3. On August 6, 2019 at 1:10 PM, R4 was sitting in her room. R4 said, "I have lost a lot of weight since I came here. I talked to the dietitian about it a little over a week ago. She said she was going to start me on some supplements, but that never happened. I asked the nurse about it, and she said it was never ordered. Now all of a sudden today it started."</p> <p>On August 5, 2019 at 1:45 PM, V4 (Dietitian) said, she completed R4's initial dietary assessment on July 31, 2019 and recommended two nutritional supplements, including 30 ml of protein supplement daily and 80 ml of a house supplement three times a day. As of August 5, 2019 at 4:00 PM, the facility did not have documentation to show the dietary recommendations for R4 had been addressed or ordered. V4 said, "I give all of my recommendations to the DON on the same day I'm here and I wrote that. It's up to her to follow through with the physician to get the orders."</p> <p>The EMR shows R4 was admitted to the facility on July 22, 2019 with multiple diagnoses including, abnormal gait, muscle weakness, cervical disc degeneration, lumbosacral disc degeneration, polyneuropathy, gastrointestinal</p>	S9999		
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S9999	Continued From page 9 hemorrhage, alcohol abuse, abnormal liver function studies, acidosis, anemia, hypokalemia, gastritis with bleeding, localized edema, history of falling, and acute kidney failure. R4's MDS dated July 29, 2019 shows R4 is cognitively intact, requires supervision with set up only for eating, limited assistance for all other ADLs, and was not rated for bathing due to that activity not taking place. R4 is occasionally incontinent of bladder, and was not rated for bowel continence. R4's Order Summary Report dated July 22, 2019 to August 6, 2019 shows an order dated July 22, 2019 for weekly weights x 4 every day shift every Monday for 4 weeks. The EMR shows R4's weight on July 22, 2019 was 163.8 pounds. The facility did not have documentation to show the facility followed the physician's orders to obtain a weekly weight on July 29, 2019. Facility documentation shows R4 weighed 153.8 pounds on August 5, 2019, a difference of 10 pounds or 6.11 percent. The facility's Nutrition Assessment Policy dated 2016 shows: "Dietary personnel including director of food and nutrition services, diet technicians and diet clerks provide initial nutrition assessments, quarterly nutritional assessments and annual nutrition assessments. The consultant dietitian provides in-dept nutrition assessments for clients whose medical condition(s) may place them at nutrition risk. Procedure: Nutrition assessment data may include body mass index, usual body weight, height, weight, diagnosis, diet, level of mobility, self-help required, vision, oral status, alertness, food preferences, nutrition-related lab values,	S9999		

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S9999	<p>Continued From page 10</p> <p>skin condition, client's appearance and an estimation of needs. The dietitian will provide random checks of the nutrition screens/assessments completed by dietary personnel and this will be noted on the dietary consultant report."</p> <p>The facility's Dietary Recommendation Policy dated 2016 shows: "Policy: Recommendations made by the dietitian for change(s) in a diet order will be followed up as soon as possible. The dietitian may make a recommendation or the dietary recommendation form is submitted to the director of nursing, the nursing supervisor or person in charge. Nursing is responsible to forward the dietary recommendation to the physician for approval."</p> <p>The facility's Interventions for Weight Loss Policy dated 2016 shows "Policy: Interventions are provided to address a decline in a client's appetite and food intake, a significant weight loss or an insidious weight loss trend. Procedure: Nutrition interventions can be initiated prior to assessment of the client's nutrition status by the dietitian. Nutrition interventions the diet tech, the director of food and nutrition services or the nurse may initiate include: Give the client their favorite foods even if it means sacrificing variety and a balanced diet. Add ice cream, yogurt, whole milk or fortified foods to the tray if the client will accept extra items. Offer snacks between meals. Request an order for health shakes or a calorically dense supplement to be given at med pass."</p> <p>The facility's Weight Monitoring Policy dated 2016 shows: "Policy: To ensure the client maintains acceptable parameters of nutritional status unless their clinical condition demonstrates that this is</p>	S9999		

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S9999	Continued From page 11 not possible, the client's body weight is monitored. Procedure. The client is weighed on admission or readmission. Admission weight may be compared to the client's usual body weight if the usual body weight is known. New admissions may be weighed weekly for the first four (4) weeks. Significant weight change is defined at 5% in one month, 7.5% in three months, and 10% in six months." <p style="text-align: center;">(B)</p>	S9999			