

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6014195</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/19/2019</b>
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NAME OF PROVIDER OR SUPPLIER  <b>SYMPHONY OF BUFFALO GROVE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>150 NORTH WEILAND ROAD BUFFALO GROVE, IL 60089</b>
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S 000	Initial Comments  Complaint Survey Investigaton #1916793 / IL 115765	S 000		
S9999	Final Observations  Statement of Licensure Violations.  300.1210 a) 300.1210 b)5) 300.1210 c) 300.1210 d)6) 300.3240 a)  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.  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	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  10/18/19
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S9999	<p>Continued From page 1</p> <p>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>5) All nursing personnel shall assist and encourage residents with ambulation and safe transfer activities as often as necessary in an effort to help them retain or maintain their highest practicable level of functioning.</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>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 regulations were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to safely transfer a resident. R1 was found</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>with an injury to her right hip and her x-rays showed she sustained two bilateral femur fractures.</p> <p>This applies to 1 of 3 residents (R1) reviewed for safety in a sample of 6.</p> <p>The findings include:</p> <p>No observations of R1 were obtained during the survey as R1 remains hospitalized.</p> <p>The facility's Final Incident Report on September 18, 2019, showed on the morning of September 12, 2019, at 7:40 AM, V7 (Certified Nursing Assistant) noted "discomfort to her [R1's] right lower extremity. R1 is an 84 year old female resident that resides in the Memory Care Unit since February 2013. R1 is receiving hospice care services due to a terminal prognosis related to failure to thrive since May 2018. R1's baseline is responsive to stimuli-and non-verbal. R1 requires extensive assist with activities of daily living and transfers. R1 has a chronic condition of a flexing torso and leans towards her left side. R1 uses a reclining chair as a mobility device to assist with truncal support. On September 12, 2019, report received from the ER (Emergency Room), R1 was admitted with bilateral femur fractures.</p> <p>V7's (Certified Nursing Assistant) written statement dated September 12, 2019, documents he entered R1's room. R1 was lying in her bed with her body turned towards the window. V7 said he turned R1's body and her right leg loosely fell onto him. R1's right leg had an unusual "look" and "movement" on her hip joint. R1 also had a bulge on her right knee. V7 reported these findings to the nurse around 7:45 AM.</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>R1's Emergency Departments Radiology Results dated September 12, 2019, showed the finding for R1's x-rays to be: "Bilateral complicated femur fractures." This report showed no involvement of osteopenia or osteoporosis in the findings.</p> <p>R1's Face Sheet Printed September 17, 2019, showed R1's admission diagnoses of adult failure to thrive, muscle weakness, and dementia with behavioral disturbances.</p> <p>The facility's Assessment dated August 12, 2019, showed R1 to be severely cognitively impaired and needing extensive assistance of two people with bed positioning, transfers, dressing, and toilet use.</p> <p>The care plan updated August 2019 shows R1 requires a mechanical stand lift for transfers.</p> <p>On October 1, 2019, at 11:22 AM V14 (Hospice CNA) said on September 11, 2019, she transferred R1 using a mechanical stand lift from her wheelchair to the shower chair. V14 said she gave R1 a shower then assisted R1 back to her room. V14 said she asked V12 (CNA) to help transfer R1 back to bed. V14 said she and V12 placed a towel under R1's legs/bottom and lifted R1 under her arms and grabbed the towel to lift R1 back to her bed. V14 stated, "for safety" we lifted R1 using a towel. V14 said R1 always transfers using a mechanical stand lift. "I didn't think about it, using the mechanical stand lift to get R1 back to bed."</p> <p>On October 1, 2019, at 10:00 AM V12 (CNA) said on September 11, 2019, she helped transfer R1 back to bed with V14 (Hospice CNA). V12 said they lifted R1 back to bed under arms and did not</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>use a mechanical stand lift." V12 said "I don't remember" if a towel was used to lift R1 back to bed with V14. V12 stated, "I was busy that day."</p> <p>On September 16, 2019, at 12:40 PM, V9 (CNA) stated I put R1 to bed between 7:30 PM and 8:00 PM (September 11th). R1 was transferred with the sit-to-stand, brief changed, and dressed for bed. V9 stated R1's legs are stiff and usually held together. When I put R1 to bed and during my final rounds (10:45 PM) her legs looked normal with no issues. V9 stated R1 is not resistive to cares, but will grab and hold your hands. R1 does not fight with you she just holds your hands. V9 stated she did R1's cares with no assistance.</p> <p>On October 1, 2019, at 12:34 PM, V16 (CNA) said she worked 3rd shift on September 11, 2019 (11PM-7AM). V16 said R1's legs/knees are contracted and she prefers to lay on her left side. V16 said she changed R1's incontinent brief in the morning on September 12, 2019. V16 said she did not open R1's legs during incontinence care she pulled R1's brief out as she laid on her left side and placed a new brief on. V16 said there was "no need to open her legs," there was enough space in between her legs to clean her and apply a new incontinent brief while she laid on her left side.</p> <p>On September 16, 2019, at 11:25 AM, V7 (CNA) stated he went into R1's room around 7:45 AM (September 12th) to get R1 up for the day. V7 stated "R1 has stiff legs. R1's knees are usually together all the time. When I went to turn R1, her right leg flopped straight, and I noticed her right leg had a lump." V7 stated R1 does not talk, but had a grimace on her face if you touched her right leg. V7 stated he did not have any assistance</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>when he was providing R1's cares until he notified V5 Licensed Practical Nurse (LPN) to look at R1's leg.</p> <p>On September 16, 2019, at 1:20 PM, V4 LPN stated on Thursday morning (September 12, 2019) V5 LPN called me into R1's room because of an injury. R1 had a large bulge on her right thigh. R1 is nonverbal, but would grimace (in pain) when her leg was touched during the assessment.</p> <p>On October 1, 2019, at 1:00 PM, V2 (Director of Nursing) said On September 12, 2019, staff alerted me to come and assess R1. V2 said when she went into R1's room she was laying on her left side with her right hip upward. It was "obvious" something was wrong with her right hip. We were afraid to move her. Her right hip looked abnormal and had a bump. V2 said V12 (CNA) was counseled and re-educated on proper transfer techniques. V2 said R1 should have been transferred using a mechanical stand lift.</p> <p>R1's Progress Notes dated September 12, 2019, at 7:50 AM showed R1 to have a bulging right thigh and hip, abnormal alignment of the right leg, and having pain to the touch.</p> <p>On September 18, 2019, at 3:20 AM, V21 Emergency Room Physician stated he saw R1 on September 12, 2019. Upon the physical examination R1's right leg there was an obvious deformity mid-thigh with subcutaneous bruising (shadowing) under the skin. V21 stated he agreed with the readings of R1's x-rays. V21 stated the fractures were not spontaneous, they are acute, and traumatic in nature.</p>	S9999		

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