

Illinois Department of Public Health

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002612 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED C 01/16/2020 |
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| NAME OF PROVIDER OR SUPPLIER DUPAGE CARE CENTER | STREET ADDRESS, CITY, STATE, ZIP CODE 400 N COUNTY FARM RD WHEATON, IL 60187 |
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| S 000 | Initial Comments Investigation of Complaint 2070227/IL00119054 | S 000 | | |
| S9999 | Final Observations Statement of Licensure Violation: 300.610a) 300.690b)c) 300.1210b) 300.1210d)6) 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 300.690 Incidents and Accidents b) The facility shall notify the Department of any serious incident or accident. For purposes of this Section, "serious" means any incident or accident that causes physical harm or injury to a resident. c) The facility shall, by fax or phone, notify the Regional Office within 24 hours after each reportable incident or accident. If a reportable | S9999 | | |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Electronically Signed

TITLE

(X6) DATE

01/31/20

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incident or accident results in the death of a resident, the facility shall, after contacting local law enforcement pursuant to Section 300.695, notify the Regional Office by phone only. For the purposes of this Section, "notify the Regional Office by phone only" means talk with a Department representative who confirms over the phone that the requirement to notify the Regional Office by phone has been met. If the facility is unable to contact the Regional Office, it shall notify the Department's toll-free complaint registry hotline. The facility shall send a narrative summary of each reportable accident or incident to the Department within seven days after the occurrence.

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 shall include, at a minimum, the following procedures:

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:

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

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that each resident receives adequate supervision and assistance to prevent accidents.

These requirements are not met as evidenced by:

Based on observation, interview and record review, the facility failed to assess and monitor a resident during heat pack therapy in the rehabilitation department and failed to report the accident to the agency. These failures resulted in the resident sustaining bilateral knee full thickness burns complicated by infection which required a schedule of intravenous antibiotic therapy.

This applies to 1 of 5 residents (R1) reviewed for rehabilitation therapy and receiving heat pack therapy and one of 3 (R1) reviewed for reportable events.

The Findings Include:

The Face Sheet documents R1 is 79 years old with the following pertinent diagnosis: Intellectual disabilities, polyarthritis, localized edema and heart failure.

Brief Interview for Mental Status Assessment dated 1/7/2020 rates R1 with a score of 15 indicating R1 is cognitively intact.

On 1/14/2020 at 10:00AM, R1 was sitting in a wheelchair with a Heparin Lock to the lower right forearm. There was an intravenous therapy machine in the room. R1 said "I like rehabilitation/physical therapy except when the hot packs burned both of my knees in December of 2019." R1 pulled up both pant legs and showed dressings to both knee caps dated 1/13/2020. R1 said " I am getting the IV antibiotic because of my

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| S9999 | <p>Continued From page 3</p> <p>knee burns.</p> <p>On 1/14/2020 at 10:10AM, V3 (Nurse) said the physician will examine both of R1's burns today. V3 said R1 sustained the burns from heat packs used in therapy. V3 said R1 is getting IV antibiotics because the burns became infected.</p> <p>On 1/14/2020 at 10:38AM, V4 (Unit Nurse Manager) propelled R1 from the dining room to his room for the physician to examine R1. V5 (Medical Director/Medical Doctor) examined R1 while V4 (Unit Nurse Manager), V3 (Nurse) and V8(Treatment Nurse) were present. V5 measured both wounds; the right knee burn was 2.5 cm in length by 1 cm in width black eschar surrounded by redness, the left knee burn was 3 cm in length by 2 cm in width, black eschar surrounded by redness. V5(Medical Doctor) said, "R1 got the wounds, first noted as blisters, because the therapist kept the hot packs on too long. The blisters collapsed with subsequent eschar. The diagnosis is partial to full thickness burns. The burns were complicated by cellulitis and R1 required intravenous antibiotic therapy. The left knee is worse than the right knee. My colleague diagnosed both wounds as full thickness burns, earlier. The wounds are improving now partial to full thickness burns."</p> <p>On 1/14/2020 at 12:52PM, V6 (Rehabilitation Aide) said R1 came down for therapy on 12/26/19 and said his legs were sore. That is usual, he gets hot packs for arthritis. V6 said he kept the hot packs on for 10 minutes (R1's allotted time) and used a timer. V6 said all R1 said was his legs were sore. After the heat packs were removed R1 began therapy. V6 said he did not check R1's legs during or after the hot pack use. V6 said he has used hot pack therapy several other times</p> | S9999 | | |
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| S9999 | <p>Continued From page 4</p> <p>and nothing happened. "I don't know what happened this time." V6 said residents are supposed to tell us when the packs are too hot and we will remove them. V6 said residents with cognitive impairment, we check the skin after 5 minutes of use.</p> <p>On 1/14/2020 at 12:57PM, V10 (Rehabilitation Manager) and V11 (Assistant Administrator) said R1 was re-evaluated for therapy on 10/16/2019 due to complaints of knee pain. Hot pack therapy was added. R1 had hot pack therapy 5-6 times prior to that last hot pack therapy which resulted in burns. Temperatures were taken and the hydrocollator machine temperatures were fine. V6 (Rehabilitation Aide) was interviewed and said there was nothing unusual. As a result of the burn, we have been doing return demonstrations with the therapist on hot pack therapy. We are trying to determine the root cause analysis. When asked what were possible reasons for the burns, if temperatures were checked and all were within normal limits and R1 received this hot pack therapy 5-6 other times without burns, the surveyor received no response.</p> <p>On 1/14/2020 at 3:12PM, V7 (Nurse) said on 12/26/2019 between 8 to 8:30PM, R1 was noted with fluid filled blisters to both knees. R1 said he received heat pads to his knees in therapy earlier today. V7 said the measurements were documented. V7 said the medical doctor was notified and ordered dry sterile dressings until the blisters erupt. V7 said he is familiar with R1 and that R1 is pleasant and soft spoken and should have informed the therapist about the heat from the packs, but R1 is soft spoken and needs encouragement. V7 said R1 did not experience any change in condition prior to therapy on December 26, 2019.</p> | S9999 | | |
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| S9999 | <p>Continued From page 5</p> <p>On 1/15/2020 at 9:12AM, R1 was interviewed again. R1 said V6 (Rehabilitation Aide) put the heat pads on when I got the burns. R1 said V6 kept the heat pads on for about 30 minutes and it started to burn terrible. R1 said I could feel the heat, I did not tell V6. R1 did not respond as to why he did not tell V6 about the burning. R1 said after V6 removed the heat pads, I got on the exercise bike and participated in therapy. R1 repeated 3 times that V6 kept the heating pads on for 30- 35 minutes.</p> <p>On 1/15/2020 at 12:35PM, V1 (Administrator) and V13 (Manager of Social Services) said they were just made aware that R1 did not communicate the heat from the hot packs to V6. V1 said she went to R1's room to see if R1 could quantify time and there were concerns. Due to R1's diagnosis of Intellectual disability, we are unsure of cognitive processing and concerns with recognizing pain, moving forward, R1 will be seen by the Psychiatrist to determine cognition and implement interventions for communication and safety.</p> <p>Progress Note dated 12/26/2019 at 10:23PM says, "R1 noted with a 4.5 cm in length by 2.5cm in width fluid filled blister on his right knee and a 4.5cm in length by 4.5 cm in width fluid filled blister on his left knee. No drainage noted. R1 verbally denies experiencing any pain/discomfort. R1 verbalized that he had heating pads applied to his bilateral knees while attending therapy earlier during the day. Medical Doctor made aware, receiving new order for dry sterile dressings to bilateral knees daily.</p> <p>Physician Note dated 1/3/2020 says knee breakdown on both sides that started after heat therapy, recently. Currently, treatment is just</p> | S9999 | | |
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| S9999 | <p>Continued From page 6</p> <p>dressings, was a blister before, but popped today. Left knee is blanchable, opened skin no discharge, or pus, top layer of skin is missing. Right knee is excoriated around and non-blanchable in middle but on outside. R1 is oriented to person, place and time and slow to respond. Deep tissue injury related to heat on both knees, will start Silvadene cream daily with kerlix and follow-up in a few days to make sure wounds are not getting worse.</p> <p>Physician Note date 1/7/2020 says left knee 3.5cm in length by 2.4 cm in width burn with eschar, right knee 2.6 cm in length by 1.0 cm in width eschar. Bilateral partial thickness burns suspect possible full thickness burns to left knee. Silvadene twice daily, recheck 1/10/2020.</p> <p>Physician Order dated 1/7/2020 says Clindamycin 900 mg IV times 7 days.</p> <p>Physician Note dated 1/7/2020 states Intravenous antibiotic for infected 2nd degree burns both knees.</p> <p>Physician Note dated 1/8/2020 says 2nd degree burns both knees complicated by cellulitis start Clindamycin IV.</p> <p>Physician Note dated 1/9/2020 says the wounds progressed to bilateral full thickness burns.</p> <p>Physical Rehab Treatment Logs Forms were reviewed from October 2019 to December of 2019. R1 received Hot pack therapy on the following days: 10/24/2019, 11/21/2019, 12/1/2019, 12/9/2019, 12/13/2019 and 12/26/2019. V6 applied hot packs therapy for R1 on 12/26/2019, other therapist performed the hot pack therapy on the other days.</p> | S9999 | | |
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The Daily Hot Pack Temperature Log was reviewed for December of 2019. All Temperatures were within normal limits of Hydrocollator Master Heating Units Operation Manual undated.

Reportable Events were reviewed from 10/1/2019 to 1/14/2020. R1's reportable event was not reported to the State Agency.

On 1/14/2020 at 12:30PM, V2(Director of Nursing) said she did not report this unique event because R1 developed blisters from the burn. When asked why was it not reported when the doctor noted changes from blisters to partial and then full thickness bilateral burns from 1/3/2020 to 1/7/2020, V2 said, "I can report it now."

Electronic Record Of Resident Incidents last revised on 9/22/2014 was reviewed and provides detailed information on whom, and how to report, reportable incidents/accidents.

Hydrocollator Packs Procedure undated says, patient should be checked on regularly during treatment, Hydrocollator may be too hot, making it necessary to add more towels between hot packs and area of application. Check area that has been treated, skin should be pink, not red.

On 1/15/2020 at 11:40AM, V4 (Rehabilitation Manager) said the manufacturer Guidelines for the hydrocollator does not tell how much time heat packs should be applied. We assess residents by applying the heat packs for tissue tolerance. V4 said the standard time frame is 10 to 20 minutes. V4 said residents with cognitive impairment are assessed ,with observation, more frequently when using hot packs. R1's assessment was requested. R1's assessment for

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| S9999 | Continued From page 8 heat pack tissue tolerance was not presented. (B) | S9999 | | |
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