

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003586	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/18/2020
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NAME OF PROVIDER OR SUPPLIER ELEVATE CARE NORTHBROOK	STREET ADDRESS, CITY, STATE, ZIP CODE 270 SKOKIE HIGHWAY NORTHBROOK, IL 60062
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S 000	Initial Comments Complaint 2090590/IL119484 - F600 G	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)5)6) 300.3240a) 300.3240d) 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	S9999	Attachment A Statement of Licensure Violations	

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

TITLE

(X6) DATE

03/04/20

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S9999	<p>Continued From page 1</p> <p>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>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>5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24-hour, seven-day-a-week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing.</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>	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. (Section 2-107 of the Act)</p> <p>d) A facility administrator, employee, or agent who becomes aware of abuse or neglect of a resident shall also report the matter to the Department. (Section 3-610 of the Act)</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to protect a resident from abuse and neglect by leaving a resident, dependent on staff for care, lying on a bed pan for an undetermined amount of time. This failure resulted in an alteration in skin integrity and scarring of skin tissue. This failure affected 1 of 3 residents (R1) reviewed for abuse and neglect.</p> <p>Findings include:</p> <p>R1 is a 69 year old alert and oriented resident admitted to the facility with diagnoses listed in part but not limited to Atrial Fibrillation, Chronic Kidney Disease, Dependence of Renal dialysis, chronic pain and pressure ulcer of sacral region.</p> <p>Skin condition form dated 10/12/19 written by V8 (Wound nurse) shows, Abrasion r/t (related to) fall. Lower back to gluteal folds-circular shape skin alteration, Trauma related to bedpan.</p> <p>2/13/2020 at 11:30 am interview with V8 (Wound</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>Nurse) stated, I remember her. (R1) is a dialysis patient and compromised and high risk for skin breakdown. Surveyor asked what he meant by compromised, V8 stated, (R1) is very compromised as she came in with a wound. I worked in the morning and it was reported to me and I went and checked. It's(skin alteration) from the bed pan and a circular formation from the bed pan. There was a partial loss of skin and because her skin was compromised, her skin was swollen and she had that mark on the dermis (surface) of the skin. I did not take a picture of it that day. I talked to the husband who told me (R1) called for a bed pan, she's very alert. Surveyor asked if R1 used the call light, V8 stated, Yes but the nurse and staff needs to follow up too, and once you do something you have to follow up. When I came back to work, R1 was sent back to the hospital so I couldn't see her wound again.</p> <p>Nursing notes written by V10 (LPN-Licensed Practical Nurse) on 10/14/2019 at 12:24 pm states, Per nurse to check resident regarding the sacrum and right knee. The knee has been noted, but there was serous drainage, notice there is edema of both legs and right hand. Husband was present when doing the wounds. There are notes on the wounds. There is outlining around the buttocks area of the bedpan.</p> <p>2/10/20 at 10:40 am interview with R1, It was in the middle of the night and I needed to go to the bathroom so I asked my nurse (CNA, certified nurses aide) for help and she put the bed pan under me while I was in bed. Surveyor asked when this happened, R1 stated, I think it was close to the start of the shift so maybe around 12 or 12:30 (a.m.). I think I fell asleep because it was already light out when I woke up and I was still on</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>the bedpan and nobody bothered even checking on me. I remember waking up cold because I didn't have a blanket over me so they should've seen that. Surveyor asked if she used the call light to call anyone. R1 stated, I did use the call light and I was crying out for someone to help and no one even came by. I must have fallen back to sleep because of the pain on my butt and I was tired of waiting. It wasn't till the morning when a different nurse finally came to take the bed pan away. I told my husband all this and I have this huge permanent mark on my butt and they didn't even care. I didn't like it there so my husband looked for another place for me.</p> <p>2/10/20 at 12:20 pm interview with V4 (Assistant Director of Nurses) states, There was an incident one weekend where the resident had a skin alteration due to a bed pan that was left behind from night shift to morning shift. Surveyor asked V4 to clarify about the skin, V4 stated, A skin alteration because of the bedpan. The CNA put her (R1) on the bedpan during her shift and in the morning a CNA found it under the resident. The nursing supervisor did an investigation but I can't recall what happened. The CNA the following day did not show up and was terminated. The skin alteration left a mark on the resident's skin. It was an abrasion. V8 (wound nurse) did the assessment and treated the skin alteration. Surveyor asked if incident was reported to public health, V4 stated, I do not know if this was reported. I am not sure if this is reportable. Surveyor asked if she considered this incident a form of abuse, V4 stated, This would be considered an abuse. I don't know where R1 is now. We sent her (R1) out to the hospital but for a different medical issue. V8 told me the CNA forgot to take out the bed pan and caused a mark on her buttocks. I felt that it was an unfortunate</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>incident. We should have investigated it more because it left a mark on the back of the resident.</p> <p>2/10/20 at 12:30 pm interview with V2 (Director of Nursing) states, We didn't do any investigation because the c.n.a (V13) forgot the bed pan but R1 should have used her call light. She is alert and oriented and didn't call anyone. Surveyor asked V2 whether nursing had a responsibility to check in on R1, V2 stated, Yes you're right, someone should have checked in on her. Surveyor asked about the absence of any investigation, V2 stated, We only report injuries of unknown origin so we didn't do one. Surveyor asked if he saw R1's injuries to her buttocks, V2 stated, No, I was informed of them by the wound care nurse. Surveyor asked if he knew how long R1 was laying on top of the bed pan, V2 stated, I don't think it was long. Surveyor asked V2 how this timeframe was determined since there was no investigation conducted, V2 stated, Yes you're right, I don't really know how long she was on that bed pan.</p> <p>2/11/2020 at 10:36 AM interview with V7 (Human Resources Director) states, I do the hiring of all staff. I don't do the interviewing but the background checks and putting them through the system. They are interviewed by the nurse managers including the director of nurses. Once interviewed and determined for hire I start to do background checks. which include IDPH and sex offender websites. I reach out to references and if ok, they are offered the position. Once all background checks are accomplished, they can start as soon as the employee is ready. V13(CNA) personnel file was provided to surveyor. V13's personnel file showed differing names and date of birth not matching the actual person hired. Surveyor showed V7 (human</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>resource director) this discrepancy and V7 stated, This has never happened before. I do see her date of birth and names don't match. I just assumed she used her nickname. Surveyor asked V7 about the date of birth on the application and date of birth on the background checks, V7 stated, Yes, they are different dates of birth. Asked if all of V13's training materials would be included in the file, V7 stated, Yes, they are all in one file. Review of V13's personnel record show no abuse prohibition training. Surveyor asked about the training, I think they are trained by the nursing department when they go on the floors.</p> <p>2/11/2020 at 11:00 AM, V4 (nurse supervisor) was asked if her CNA's were given abuse prohibition training prior to working the floors, V4 stated, No they don't do that anymore. They do annual competencies but not any training before going on the floors to work. V1 (administrator) present in the room stated, The newly hired CNA goes around with someone but we don't test them about abuse.</p> <p>2/11/20 at 1:30 PM, V13 (CNA, certified nurses aide) stated, Yes I worked there but I didn't like it. Surveyor asked if she remembered R1, V13 stated, I don't remember her. Asked about abuse prohibition training she received from the facility V13 stated, I didn't get any abuse training. I was put on the floor right away when I got hired. I remember getting a bunch of papers and I signed it but I didn't get a test or anything. I worked right away and that was it.</p> <p>2/11/20 at 3:35 pm interview with V14 (Weekend supervisor), stated, The incident was reported to me when I did my rounds on the weekend in the beginning of the shift. I was the weekend</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>supervisor and I was told there was a bed pan and the nurse did an assessment. I looked at it (wound) and there was discoloration. It was somewhat red and there was redness in sacral area. There is injury to the site and it looked like a bed pan. The part of the skin that was indented was red. I asked the morning CNA what happened but she didn't know how long she (R1) was on the bed pan because I couldn't talk to the previous CNA. She could have been on it long but I can't answer that. Surveyor asked if she knew the CNA that took care of R1, V14 stated, No, she (V13) wasn't here long.</p> <p>2/13/20 at 2:50 PM V12 (Physician) stated, I saw markings on her (R1) behind. The husband and nursing staff informed me that it came from her previous nursing home where she was left on the bed pan by staff. Surveyor asked if the injury was permanent, V12 stated, If this happened last October than yes there is still markings of that injury. There is scarring but in time perhaps it will fade but there's definite scarring if that's what you're asking because you can still see the outline of the bed pan she was left on to this day.</p> <p>Policy and procedures dated 1/16/19 titled "Abuse Prevention Program and Reporting" states in part but not limited to, The resident has the right to be free from abuse, neglect, misappropriation of resident property, and exploitation as defined in this subpart. This facility desires to prevent abuse, neglect, exploitation, mistreatment and misappropriation of resident property by establishing a resident sensitive and resident secure environment. This will be accomplished by a comprehensive quality management approach involving the following: a. Concern Identification and follow-up: Resident and family concerns will be recorded, reviewed, addressed, and</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>responded to using the facility's grievance procedures. At least annually, an interdepartmental team will both tour the facility assessing the safety of the facility environment, and review both accident reports and concern identification reports to identify any physical features that should be modified for greater resident and staff safety and protection.</p> <p>As part of the resident social history evaluation and MDS assessments, staff will identify residents within increased vulnerability for abuse, neglect, exploitation, mistreatment or misappropriation of resident property, or who have needs and behaviors that might lead to conflict. Through the care planning process, staff will identify any problems.</p> <p>The facility will not knowingly employ any individual convicted of resident abuse, neglect, exploitation, mistreatment, or misappropriation of resident property listed on the Illinois Health Care Registry. This facility will not knowingly hire any staff with a disciplinary action in effect against their license by a state licensing body that results from a finding of abuse, neglect, exploitation, mistreatment or misappropriation of resident property.</p> <p>Prior to a new employee starting a work schedule, this facility will: Initiate a reference check from previous employers, in accordance with facility policy; Obtain a copy of the state license of any individual being hired for a position requiring a professional license; Check the Illinois Health Care Worker Registry on any individual being hired for prior reports of abuse, neglect, or misappropriation of resident property, previous fingerprint check results, and the sex offender Website links on the Registry; and Initiate an</p>	S9999		
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S9999	Continued From page 9 Illinois State Police live scan fingerprint check for any unlicensed individual being hired without a previous fingerprint check. (B)	S9999		
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