

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000756	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 09/15/2020
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NAME OF PROVIDER OR SUPPLIER HERITAGE HEALTH-JACKSONVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 873 GROVE STREET JACKSONVILLE, IL 62650
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S 000	Initial Comments Complaint survey 2047135/IL126638 - F689 G	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)6) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures, governing all services provided by the facility which 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. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a 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 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	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE Electronically Signed	TITLE	(X8) DATE 10/30/20
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S9999	<p>Continued From page 1</p> <p>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>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. (Section 2-107 of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on interview, observation and record review the facility failed to provide supervision and follow interventions put in place for 1 (R1) reviewed for falls. This failure resulted in R1 having 11 falls from June 16 to September 7, 2020. The September 7, 2020 fall resulted in R1 diagnosis of fracture of the midportion of the right nasal bone.</p> <p>R1's Care Plan, dated 5/12/2020, documents, in part, "Risk for falls due to impaired balance and gait secondary to CVA (stroke) with left sided weakness. Resident frequently chooses to get up</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>and ambulate without asking for staff assist despite frequent teaching and reminders. Interventions: 6/1/2020 Bed/WC alarm applied, on at all times to notify staff that resident has gotten up without asking for assist. 6/19/20 Resident and POA agreeable to sign placed in bathroom stating "do not leave resident unattended in bathroom. 6/29/20; bed alarm removed and floor mat alarm applied. 6/29/2020 Transfer status assessed; resident requires assist of 2."</p> <p>R1's Minimum Data Set, dated 8/5/2020, documents extensive assist of 1 person for transfers and toileting. Not steady, only able to stabilize with staff assistance with moving on and off the toilet. Arm and leg impairment on one side.</p> <p>R1's Health Status note, dated 8/22/2020 at 3:06 PM, documents "Observed res sitting on the floor in front of the toilet. Res (resident's) aide verbalized res had an extra large BM (bowel movement). While res aide stepped away from the toilet to grab more wash cloths res fell. Aide verbalized to writer that the aide observed res lying on left side in front of the toilet in between the toilet and her wheel chair. Noted a 1cm X 0.6cm skin tear to the bridge of res nose from res eye glasses being pushed to the right side of res face. Noted 4cm X 1.5cm, 6cm X 1cm, and 9cm X 1 cm red abrasion like area to res left thigh, 8cm X 1cm red abrasion like area to the middle of res back. Res assisted into her w/c (wheelchair). Full ROM (range of motion) noted to all extremities WNL (with in normal limits) for resident. Res denies hitting her head with no s/s of res hitting her head observed. Res denies pains and discomforts.</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>R1's C.N.A. and Nurse Post fall Investigation, dated 8/22/2020, documents "Fall Description Details (R1) had an incontinent BM, I went to the next room to get more washcloths when I came back she was on the floor."</p> <p>R1's Health Status Note, dated 9/6/2020 at 11:10 PM, documents "Writer was sitting at desk when writer observed resident walking down the hall after just being put to bed. Resident had been toileted just a few minutes earlier as she was put to bed. CNA states alarm was on when she left room but resident turned alarm off and proceeded to get up from bed being in lowest possible position. Resident lacks the dexterity to turn off the alarm. Resident was observed during this fall and did not hit head. MD and poa (power of attorney) notified."</p> <p>R1's Health Status Note, dated 9/7/2020 at 4:55 PM, documents, "Writer summoned to res room. Upon entering room observed res sitting on her left hip with upper left side of body lying on the floor, right leg extended out with left leg bent in a sitting position, and back against her recliner. Res stated I have to go to the bathroom. Noted a 1.5cm X 0.5cm abrasion to the bridge of nose, 4cm X 4.5cm Red abrasion with a scratch in the center to left knee, 0.6cm scratch/abrasion to left knee, 5.5cm X 1.5cm red area with a 3cm X 0.6cm abrasion in the middle above right eye, 4cm X 3cm light blue raised area to the center of forehead. Full ROM noted to all extremities. Res denies pains and discomforts with ROM. Denies nausea, verbalizes she does have a headache at this time. Neuro checks initiated per protocol. VS: 140/74, 102, 18, 98.4, 98% RA (room air)"</p> <p>R1's C.N.A. and Nurse Post Fall Investigation, dated 9/7/2020, documents "Fall Description</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>Details documents, "Alarm sounded directly after aide heard res fall. Alarm being used. Alarm not working correctly."</p> <p>On 9/9/2020 at 11:00AM observed R1 sitting, on an alarm pad, in her recliner with feet elevated. She was awake and playing a game. Observed large discoloration, ranging in color from black to green, to both eyes. Discoloration covered from the inner corner, lower socket and outer corner of the both eyes and cheeks. Black bruise and abrasion to right eyebrow ridge. Green and black bruising to ridge of nose with dressing in place. Dressing in place to left hand.</p> <p>R1's Health Status Note, dated 9/9/2020 at 1457, documents "Aid approached writer today stating she was having a difficult time getting resident to stand up; that it took two of them to stand resident. Writer did an assessment and noticed that the speech was slower than normal and that resident was completely unable to follow finger with eyes. Resident had a fall 2 days ago and hit her head. All neuro checks have been good, however, resident is just not acting right. Dr. Vargas gave the order to send her to ER (emergency room) for eval (evaluation). Dr. Vargas also gave order for Hospice to evaluate. POA was informed of all and stated he would meet resident at hospital."</p> <p>R1's CT (computed tomography) results from an area hospital, dated 9/9/2020, documents "There is fracture of the midportion the right nasal bone and probable acute of the tips of the nasal bones.</p> <p>On 9/9/2020 at 1050 AM V9, CNA, stated "(R1) was alert and oriented. She has been different since she has been falling. She won't stay still. Forgetful. Forgets what she needs. She needs</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>more help now. She has always needed some help but now it takes 2 people. Before it only took 1."</p> <p>On 9/9/2020 at 1105 AM V10, CNA, stated "She had a stroke and her processing is slow. She has delayed speech. Her balance is bad. She has had a lot of falls. She needs 2 people now to transfer her. She has fallen from her chair. Her balance is horrible. She tries to stand but she has the weakness on her left side and when she steps down her foot turns in and she falls. She doesn't protect her face when she falls as you can see with all the bruising. She has a floor mat alarm and a chair alarm. The one (chair alarm) she is sitting on doesn't work. I didn't want to wake her up to put the new one on her. The new one is sitting on her bed. I just didn't want to wake her.</p> <p>On 9/9/2020 at 1215 PM V12, Licensed Practical Nurse, stated "(R1) has left sided weakness. I just sent her out. She had increased confusion. Multiple falls. She is a fall risk. She does have a UTI (urinary tract infection). And when she has an UTI her fall risk is even higher. She had loss of balance and her speech was slower. She couldn't follow my finger when I was assessing her. She just wasn't acting right. I knew something was wrong. I am really not sure what causes her falls. She doesn't fall on days. Evenings doesn't have as much staff as days do."</p> <p>On 9/10/2020 at 217 PM V13, CNA, stated "(R1) said she needed to go to the bathroom. I took her to the bathroom and sat her on the toilet. Noticed she had a bowel movement. Didn't have enough towels. Left the room and went next door to get some more. When I came back she was on the floor. I saw blood on the floor that was coming from her nose. She was not supposed to be left in</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>the bathroom unattended. I knew that. Her balance is pretty bad and I shouldn't have left her. She is very unsteady."</p> <p>On 9/10/2020 at 242 PM V14, Medical Doctor, stated "Became familiar with patient in 2014 she had multiple falls and had a compression fracture to her spine. She is a high fall risk and has had multiple falls. I would expect the facility to provide her with more supervision. I would expect them to follow the care plan. If the staff would have increased (R1's) supervision and followed the care plan by not leaving her in the bathroom unattended, using the appropriate staff for transfers, assuring the chair alarm is in place and working it is possible she would not have had as many falls. And if she didn't have the falls she wouldn't have had the injuries and the fracture."</p> <p>On 9/10/2020 at 302 pm V1, Interim Administrator, stated "If the staff are aware of a chair alarm not working properly, I would expect them to replace it immediately. I would expect the staff to follow the care plan. If the C.N.A. would have followed the care plan the fall (8/22/2020) would not have occurred."</p> <p>The policy and procedure titled, "Fall Assessment & Management, revised 4/2019" was reviewed. It documented under, "Policy: It is the policy of this facility to assess each resident's fall risk on admission, quarterly and with each fall. This will help facilitate an interdisciplinary approach for care planning to appropriately monitor, assess and ultimately reduce risk. Factors related to the risk will be addressed and care planned." Under "Procedure: F. Interventions will be based on the fall risk assessment and the circumstances surrounding the risk for injury or actual injury or fall."</p>	S9999		
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