

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004139	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/13/2019
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NAME OF PROVIDER OR SUPPLIER HEATHER HEALTH CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 15600 SOUTH HONORE STREET HARVEY, IL 60426
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S 000	Initial Comments Complaint investigation: 1998092/IL117193	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610 a) 300.1210 b) 300.1210 d)2) 300.3240 a) 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 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	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 12/05/19
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S9999	<p>Continued From page 1</p> <p>care needs of the resident.</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>2) All treatments and procedures shall be administered as ordered by the physician.</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 are not met as evidenced by:</p> <p>Based on interviews and record reviews, the facility failed to ensure physician orders were followed and obtain the needed services of an outside specialist in gynecology for one resident (R1) exhibiting vaginal signs/symptoms out of three residents reviewed for the provision of care to meet the resident's needs in a sample of 6. This failure resulted in a 6 month delay in the identification/treatment of R1's vulvar cancer which subsequently spread to R1's pelvic lymph nodes and required intensive treatment with chemotherapy and/or radiation.</p> <p>Findings include:</p> <p>On 11/13/19 at 10:30am, V12, LPN (Licensed Practical Nurse), stated that in February, R1 went to an appointment at an outside gynecology medical office, but was noncompliant at this visit. V12 stated that V12 is unsure if this office sent any documentation from R1's appointments. V12 stated that R1 was seen at a different outside gynecological medical office recently; no documentation was sent with R1 upon returning</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>from this appointment regarding any recommendations.</p> <p>On 11/13/19 at 11:00am, V11, LPN, stated that V11 received verbal orders from V10, NP, (Nurse Practitioner) for a gynecology consult and a pelvic ultrasound. V11 stated that V11 filled out the outside diagnostic imaging company's request form for the pelvic ultrasound, but forgot to enter the consult and ultrasound orders into R1's EMR (electronic medical record). V11 stated that verbal orders from the physician or nurse practitioner should be entered into the resident's EMR immediately after the orders are given to the nurse.</p> <p>On 11/13/19 at 1:15pm, V13, PA (Oncology Physician Assistant), stated that V14 (Gynecology Oncologist) was consulted during R1's hospital stay in August for suspected vulvar cancer. V13 stated that this type of cancer is not rapid, it takes months for the mass to grow to its current size. V13 stated that a gynecological exam in February when R1 was exhibiting vaginal bleeding and malodor, would have identified concern for suspected cancer. V13 stated that a gynecologist would have recognized R1's vulvar mass during a visual exam of R1's pelvic area. V13 stated that R1's cancer is locally advanced, the mass is very large. It is clinically a stage 3B, which has spread to the pelvic lymph nodes; testing showed 2 or more lymph nodes are involved. V13 stated that cancer treatment has a curative goal. The plan was for R1 to receive 5 hour chemotherapy treatment starting on 10/25, but R1 refused it. Yesterday, it was determined that chemotherapy would be stopped and radiation treatment started. After R1 receives 5 weeks of radiation treatments, she will be re-assessed for response to treatment. If the cancer does not respond to</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>the radiation treatments, R1's prognosis is poor.</p> <p>Review of R1's hospital medical record, dated 8/29/19, notes R1 was seen in emergency room for complaints of vaginal pain. Noted to have painless genital ulcers and significant vulvar dermatitis on the right with some surrounding redness with a 9cm (centimeter) ulcerated cauliflower like mass on the right vulva and a palpable inguinal lymph node on the right greater than 4cm that was fixed and matted. CT scan (computed tomography) of R1's abdomen and pelvis demonstrated a diffuse soft tissue density in the perineum and enlarged necrotic bilateral inguinal lymph nodes.</p> <p>Review of R1's medical record notes the following: On 1/16/19 at 3:54pm, V12, LPN, noted R1 went to gynecologic clinic and did not cooperate to be seen by doctor. R1's family was asked to go with R1 to the next rescheduled appointment. On 2/8 at 1:45pm, V11, LPN, noted R1 seen by V10, NP (Nurse Practitioner), who gave orders for gynecological consult and pelvic ultrasound. Orders will be entered by V11. On 2/26 at 2:45pm, V4, LPN, noted R1 out to gynecological appointment, alert and oriented. No complaints of any pain. R1 returned at 1:30pm. Gynecologist stated that R1 would need to see a specialist to do exam. Nursing to follow-up.</p> <p>On 8/22 at 2:42pm, V12, LPN, noted R1 returned from appointment with gynecologist. During appointment, V12 received a call from the gynecologist with recommendations to send to hospital for further evaluation based on findings during exam.</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>On 8/29 at 2:37pm, V12, LPN, called V9 (attending physician) and made V9 aware of R1's gynecologist's concerns, and received orders to send R1 to the hospital for medical evaluation by gynecology.</p> <p>On 9/1, R1 was re-admitted to this facility with orders for follow-up appointment with V14 (gynecology oncologist) on 9/17/19.</p> <p>On 10/25, R1 went out for testing and to receive chemotherapy for 5 hours. R1 had testing done but refused chemotherapy.</p> <p>On 11/12, the facility was notified by the Oncology department at hospital that R1's chemotherapy will be stopped and R1 will begin radiation treatment. Treatment dates to be determined. There is no documentation found noting R1 was seen by a gynecologist between 2/26 and 8/22.</p> <p>Neither V1 (Administrator) nor V3, DON (Director Of Nursing), were able to provide this surveyor with any documentation of any gynecological appointments scheduled or transportation arranged for R1 between 2/26 and 8/22.</p> <p>Review of R1's gynecology appointment, dated 2/26/19, notes unable to place R1 for proper evaluation of pelvis, referred to hospital.</p> <p>Review of R1's gynecological appointment, dated 8/22/19, notes R1 presented for evaluation of vaginal odor. Physical examination: gynecology: total breakdown of perineal skin. Area pink and tender. Unable to perform pelvic exam as R1 expressed pain when area was touched.</p> <p>Review of this facility's telephone/verbal order processing policy, dated 06/2019, notes the nurse receiving the verbal order must record the date and time order was received. Sign the order with</p>	S9999		
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S9999	Continued From page 5 the first and last name and title of the prescriber, and the nurse's first and last name and title. Write order on the physician's order form. The physician or nurse practitioner shall review and countersign verbal orders during his next visit. (A)	S9999		
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