

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008130	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/02/2019
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NAME OF PROVIDER OR SUPPLIER GENERATIONS AT ROCK ISLAND	STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201
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S 000 Initial Comments

Annual Certification Survey with
Complaint #1924341/IL113093
Complaint #1924672/IL113445
Complaint #1924718/IL113493

Statement of licensure Violations

S 000

S9999 Final Observations

Licensure
300.610a)
300.1210b)
300.1210d)2)
300.1210d)6)
300.3220f)
300.3240a)

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

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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

07/25/19

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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>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>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 300.3220 Medical Care</p> <p>f) All medical treatment and procedures shall be administered as ordered by a 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 requirements were not met as evidenced by:</p> <p>1. Based on observation, interview and record review the facility failed to ensure ventilator dependent residents (R32, R83) received routine and emergency care, and failed to ensure tracheostomy residents (R13, R32, R44, R83) were assessed, monitored and care needs were met.</p> <p>2. Based on observation, interview and record</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>review the facility failed to ensure competently trained staff are present to provide routine care and emergency management to residents who are ventilator dependent (R32, R83) and require tracheostomy care (R13, R32, R44, R83).</p> <p>These failures resulted in one resident (R32) attempting to suction her own tracheotomy which was obstructed with a mucus plug and one resident (R13) requiring a bleeding tracheotomy to be replaced and the potential for life threatening respiratory complications for (R13, R32).</p> <p>Findings include:</p> <p>Facility Assessment dated 2017 indicates: Facility currently employs one Respiratory Director and eight Respiratory Therapists.</p> <p>On 6/25/2019 at 10:00pm, V7, RRT (Registered Respiratory Therapist stated that there was only one CRT (Certified Respiratory Therapist) and one RRT Registered Respiratory Therapist remaining at the facility.</p> <p>On 6/24/19 at 4pm V6, CRT stated that previously the facility had 24 hour respiratory therapist (RT) coverage, but as of 6/14/19 the facility let all of the RTs go and residents only get coverage by one RT eight hours per day Monday through Friday. V6 stated that currently she is the only RT left in the building and works Monday through Friday 10am to 6:30pm. V6 stated that this past weekend was the first weekend there was no RT in the building to care for residents.</p> <p>1. Physicians Order Sheet (POS) dated 6/2019 indicates R32 was admitted to the facility on 4/19/17 with diagnoses that include Chronic</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>Respiratory Failure - ventilator dependent, Tracheostomy, Severe Obesity, Obstructive Sleep Apnea. MDS/BIMS (Minimum Data Set/Brief Interview for Mental Status) dated 4/26/19 indicates R32 has no memory impairments and scored 15/15 (indicating R32 is cognitively intact).</p> <p>On 6/24/19 at 1:30pm R32 stated that V5, LPN (Licensed Practical Nurse) did not come into assess, monitor or suction her tracheotomy during the night. V5 stated she had her call light on for 40 minutes, told a CNA (Certified Nurse Assistant) who told V5, but V5 never came. R32 stated that she suctioned herself, by putting the head of her bed down, reaching over and turning on the suction machine. R32 stated that the suction catheter is "inline" and already attached to the ventilator tubing. R32 stated, "I had a mucus plug and I don't ever want (V5) to be my nurse again". R32 stated that she texted V6 at 3am to tell her that V5 refused to suction her. R32 stated that over the weekend (on 6/22/2019 and 6/23/2019) V6 came to the facility at 7pm and put me on the vent(ilator) and then came back and took me off the vent(ilator) the next day on her own time. R32 stated V6 now leaves at 6:30pm so she has to go back to bed at 6pm, but prefers to stay up later.</p> <p>Respiratory Therapy staff schedule dated 6/2019 indicates V6, CRT was not scheduled on 6/22 or 6/23/2019.</p> <p>On 6/24/19 at 2:00pm V6 stated that it was the first weekend that respiratory would not be available to residents that needed respiratory care and she only came in - on her own - because she was worried about the residents who require respiratory care. V6 confirmed that R32 had texted her at 3am indicating she had to</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>suction herself because the nurse was not available. V6 also stated that R32 gets very emotional when she knows there is no respiratory staff at night or on the weekends.</p> <p>2. POS dated 6/2019 indicates R83 was readmitted to the facility on 6/22/19 with diagnoses that include Acute Respiratory Failure with Hypoxia - ventilator dependent, Tracheostomy, Chronic Obstructive Pulmonary Disease, End Stage Renal Disease - dialysis dependent and Congestive Heart Failure. MDS/BIMS dated 5/20/19 indicates R83 has no memory impairments and scored 15/15 indicating R83 is cognitively intact.</p> <p>On 6/25/19 at 4pm V5, LPN/Agency stated that during night shift (on 6/23/19) R32 asked to be suctioned and R83 also needed to be suctioned at the same time and she was the only nurse on the floor. V5 stated that she suctioned R83 first and by the time she got back to R32, she, (R32) stated that she had already suctioned herself and didn't need her any more. V5 stated that she did not check vent settings, only checked R32 oxygen saturation and administered a nebulizer treatment.</p> <p>POS dated 6/2019 indicates R83 was readmitted to the facility on 6/22/19 with diagnoses that include Acute Respiratory Failure with Hypoxia - ventilator dependent, Tracheostomy, Chronic Obstructive Pulmonary Disease, End Stage Renal Disease - dialysis dependent and Congestive Heart Failure. MDS/BIMS dated 5/20/19 indicates R83 has no memory impairments and scored 15/15 indicating R83 is cognitively intact.</p> <p>On 6/24/19 at 4pm V6 stated "(R83) was in the</p>	S9999		

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hospital when they cut respiratory staff and I refused to take R83 back because she is ventilator dependent 24/7 and I no longer had the staff." V6 stated that the decision was made to bring R83 back anyway and V6 was called in by the admitting nurse to put R83 on the ventilator when she came back from the hospital at 9pm on a Sunday because there was no other trained staff who could put (R83) on the ventilator. V6 stated that she is the only staff who knows how to put in R83's speaking valve and that R83 won't be able to speak unless she is here to insert the speaking valve. V6 stated if a resident's trach tube comes out, staff need to know what to do quickly as the stoma starts to swell immediately.

On 6/25/19 at 3:45pm V8, LPN stated that there are times she has been left on the floor without another nurse and if a resident extubated himself she would have to call "911" as she does not know how to replace a tracheostomy tube. V8 stated "It's scary, and tonight I'm the only nurse on that floor and I don't feel comfortable transporting (R83) with the vent to dialysis." V8 stated that R83's vent needs to be unplugged and then plugged back in when she gets to the dialysis room and feels she would not know what to do if R83 had a problem. V8 stated there are times there is not an RN (Registered Nurse) in the building at night and now there is no respiratory staff either. V8 stated she does not know how to put a resident on or off a ventilator.

On 6/25/19 at 10:00am V9, LPN stated she is not comfortable managing the vents or caring for vent patients, and "definitely not comfortable weaning a resident on and off of the vent." V9 stated that if a trach came out, she would have to ask for assistance.

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S9999	<p>Continued From page 6</p> <p>On 6/25/19 at 10:20am V11, LPN stated "We have respiratory here Monday - Friday from 10am - 6pm. If they aren't here, the nurses are responsible. I don't feel comfortable with the vents. If respiratory wasn't here and the whole trach came out, I'd have to call 911." V11 also stated that recently the staffing has been cut and respiratory used to be here 24 hours a day.</p> <p>On 6/25/19 at 10:30am V12, RN/Agency stated that she did help transport a vent resident to dialysis yesterday, but didn't mess with the vent or any of the settings and stated "I know nothing about how to do this. I am not comfortable weaning a patient on or off a vent. If a trach came out, I'd have to call 911, because I've had no training and wouldn't know what to do."</p> <p>3. POS dated 6/2019 indicates R13 was admitted to the facility 3/15/19 with diagnoses that include Acute Respiratory Failure with Tracheostomy, Chronic Obstructive respiratory disease, Congestive Heart Failure and Lung Cancer. MDS/BIMS dated 6/21/19 indicates R13 is cognitively intact and scored 14/15.</p> <p>On 6/25/19 at 10:45am R13 stated that a couple days ago he had bleeding from his trach and V6, CRT came to help. R13 stated that the nurse did not help him and that he is worried when V6, CRT or V7, RRT are not working because he does not know if the nurses will know how to help him. At that time V6 was in the room administering a breathing treatment to R13 through his trach tube. V6 stated that in the evening (on Sunday 6/23/19) she was putting R32 back on the ventilator (on her own time) when a CNA asked her to look at R13. V6 stated that R13 had a napkin full of blood and a lot of bleeding from his trach and that if R13's trach gets dry it has a</p>	S9999		
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tendency to bleed and she had to replace R13's trach. V6 did not recall if the water humidification bottle was empty at that time, but stated that it is more common for bleeding when R13's trach/stoma get dry. V6 stated that R13's water humidifier for the tracheostomy was completely empty this morning when she assessed R13 and should be monitored and not allowed to go dry. V6 stated the nurse was not aware of the bleeding from R13's trach.

Respiratory Flowsheets dated 6/1/19 to 6/30/19 indicates R13 did not receive CPAP (Continuous Positive Airway Pressure) at 10pm as ordered by the physician from 6/14/19 to 6/22/19. R13 confirmed CPAP was not provided on those nights.

No documentation was found or presented to indicate R13 received trach monitoring or care on 6/23/19 by nursing which includes:
Check liter flow every shift
Monitor and document oxygen saturation every shift and as needed
Oxygen at (1-6 tK>92%) lpm via cannula or BIPAP bleed
Oxygen at 3 lpm during day via cannula and mask at night 35% every shift
Cool aerosol to trach via mask
This care and monitoring for R13 were previously provided by the respiratory therapist.

4. POS dated 6/2019 indicates R44 was admitted to the facility 4/19/05 and has current diagnoses that include Anoxic Brain damage, Chronic respiratory failure, Tracheostomy and metabolic Encephalopathy.
MDS/BIMS dated 4/29/19 indicates R44 has severe cognitive impairments.

Respiratory Flowsheets dated 6/1/19 through

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S9999	<p>Continued From page 8</p> <p>6/30/19 indicate on 6/22/19 (Saturday) and 6/23/19 (Sunday) no documentation was found to indicate trach care was provided to R44 by nursing. This care and monitoring for R44 were previously provided by the respiratory therapist.</p> <p>Care Plan dated 10/25/16 indicates R44 has increased potential for complications for respiratory distress related to respiratory failure, tracheostomy and Anoxic brain damage.</p> <p>Respiratory Flowsheet dated 6/2019 indicates nurses were not monitoring vent settings, oxygen or trach care for R83 on 6/23/19. This care and monitoring for R83 were previously provided by the respiratory therapist.</p> <p>On 6/26/19 at 3:10pm V2, Interim DON (Director of Nursing) stated that The Respiratory Flowsheets are kept in the Respiratory book on the Respiratory cart in the hallway. V2 stated that nurses do have access to the book just like the treatment book (The Respiratory Flowsheets are separate from Medication Administration Record and Treatment Administration Record).V2 stated that she charted in the book on 6/22/19 however the nurses were not aware of the flowsheets as it was not part of the inservice given by V6, CRT. V2 acknowledged that "Nursing is responsible for the physician ordered respiratory treatments when respiratory therapy is not here."</p> <p>On 6/24/2019 at 4pm, V6, CRT stated that she offered to train the ADONs who could then train the nurses but it was not her responsibility to ensure the nurses knew what to do.</p> <p>Facility Job Description for Respiratory Therapist (undated) indicates (in part) Main Duties include: Differentiates between resident and equipment</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>problems and intervenes appropriately. Selects, assembles and checks equipment for proper function, operations and cleanliness. This includes mechanical ventilators, CPAP systems, oxygen analyzers, demand valves, manual resuscitators with and without PEEP (Positive end-expiratory pressure), spirometers, suctioning equipment, oral/nasal airways and tracheal tubes.</p> <p>On 6/25/19 at 10am V7, RRT (Registered Respiratory Therapist) stated that early in June (2019) all of the RT's were told they were phasing out respiratory therapy and that nursing would assume all tracheostomy and vent care. V7 stated the majority of the nurses in the facility are LPN's and/or from "Agency." V7 stated that nursing staff received the bare minimum training and they are not competent to provide the level of respiratory care required to care for ventilator dependent residents. V7 stated it takes years of education and training to troubleshoot ventilator equipment, skill to understand alarms, know the difference between trach tube types, deflating the cuff when capping, "and the list goes on." V7 stated the facility has no trained respiratory therapist at night and some nurses have never used an ambu bag if a resident on a trach codes. V7 stated that ventilator dependent residents require frequent monitoring of settings and need trained staff to troubleshoot equipment and assess the resident quickly when problems happen.</p> <p>On 6/25/19 at 3:45pm V8, LPN stated that there are times she has been left on the floor with out any other nurse and if a resident extubated himself she would have to call "911" as she does not know how to replace a tracheostomy tube. V8 stated "It's scary, and tonight I'm the only nurse</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>on that floor and I don't feel comfortable transporting (R83) with the vent to dialysis." V8 stated that R83's vent needs to be unplugged and then plugged back in when she gets to the dialysis room and feels she would not know what to do if R83 had a problem.V8 stated there are times there is not an RN (Registered Nurse) in the building at night and now there is no respiratory staff either.V8 stated she does not know how to put a resident on or off a ventilator.</p> <p>On 6/25/19 at 10:00am V9, LPN stated that the previous respiratory supervisor gave her some training for the vents but she is not comfortable managing the vents or caring for vent patients, and "definitely not comfortable weaning a resident on and off of the vent." V9 stated that if a trach came out, she would have to ask for assistance. V9 stated that she mostly does not work on the floor with residents who are on vents but has floated to that floor before. V9 stated that the previous respiratory supervisor gave her some training for the vents but she is not comfortable managing the vents or caring for the vent patients.</p> <p>On 6/25/19 at 10:20am V11, LPN stated "We have respiratory here Monday - Friday from 10am - 6pm. If they aren't here, the nurses are responsible. I don't feel comfortable with the vents. If respiratory wasn't here and the whole trach came out, I'd have to call 911." V11 stated that she is not comfortable weaning a resident on/off the vent because I have not had formal training from the facility and has not received any traing since respiratory staff have been cut to eight hours per day.</p> <p>On 6/25/19 at 10:30am V12, RN/Agency stated that she did help transport a vent resident to</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>dialysis yesterday, but didn't mess with the vent or any of the settings and stated "I know nothing about how to do this. I am not comfortable weaning a patient on or off a vent. If a trach came out, I'd have to call 911, because I've had no training and wouldn't know what to do." V12 stated that she has not had any training on managing vent settings or any type of care or treatment for ventilators.</p> <p>On 6/24/19 at 4pm V6, CRT stated that previously the facility had 24 hour respiratory therapist coverage, but as of 6/14/19 the facility let all of the RT's go and residents only get coverage by one RT (Respiratory Therapist) eight hours per day Monday through Friday. V6 stated that currently she is the only RT left in the building and works Monday through Friday 10am to 6:30pm. V6 stated that this past weekend was the first weekend there was no RT in the building to care for residents.</p> <p>Inservice "Understanding Vent Troubleshooting" indicates 5 LPNs and 2 RNs were inserviced on 6/13/19. Inservice does not indicate what "troubleshooting" was provided or how many minutes the inservice took. Six of the nurses were from the first shift, one nurse was from the 2nd/3rd shift.</p> <p>On 6/24/19 at 2pm V6, CRT stated that she provided the inservice to the nurses on 6/13/19 and only covered the three most common problems related to vent care. V6 stated that every resident has unique problems and ventilator care is much more complicated than the brief inservice she was required to provide and was not adequate for nurses to independently provide respiratory care at the level of a respiratory therapist.</p>	S9999		
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Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008130	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/02/2019
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NAME OF PROVIDER OR SUPPLIER GENERATIONS AT ROCK ISLAND	STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201
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S9999	<p>Continued From page 12</p> <p>Facility Job Description for Respiratory Therapist (undated) indicates (in part) Main Duties include: Differentiates between resident and equipment problems and intervenes appropriately. Selects, assembles and checks equipment for proper function, operations and cleanliness. This includes mechanical ventilators, CPAP systems, oxygen analyzers, demand valves, manual resuscitators with and without PEEP, spirometers, suctioning equipment, oral/nasal airways and tracheal tubes.</p> <p>The Job Description for LPN and RN's does not include the above respiratory therapist duties.</p> <p>On 6/27/19 at 1:40pm V28, Physician for (R13, R32 and R83) stated that he was not aware until now that the facility reduced respiratory therapy staff and believed that his residents had 24 hour respiratory care. V28 stated not having respiratory available is not the best care for his residents and is a quality of care issue. V28 agreed R13 may not have had to be sent to the hospital yesterday when his oxygen levels were low if respiratory had been available. V28 stated that R32 requires a high level of respiratory care and is definitely at risk and cannot be left off the ventilator an entire weekend and R83 would be at significant risk if no qualified staff are available. V28 stated that there is definitely a risk to residents with trachs and ventilator dependent residents unless there is a back up plan of trained staff who can recognize problems. Ideally I would like to have been notified as this decision to reduce respiratory staff impacts my residents. V28 stated the Medical Director also should have</p>	S9999		
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Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008130	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 07/02/2019
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NAME OF PROVIDER OR SUPPLIER GENERATIONS AT ROCK ISLAND	STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201
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S9999	<p>Continued From page 13</p> <p>been notified prior to this decision</p> <p>On 6/27/19 at 9:03am V18, Medical Director stated that he was not aware until this morning that the facility had reduced respiratory staff and that trach and ventilator dependent residents did not have 24 hour coverage by respiratory therapists. V18 stated that residents will be sent to the emergency room more often which is not good for anyone. V18 also stated that not having respiratory therapists available at all times does put residents at risk for harm for trach and ventilator dependent residents.</p> <p>(A)</p>	S9999		