

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6012173	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 06/26/2019
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NAME OF PROVIDER OR SUPPLIER WESTCHESTER HEALTH & REHABILITATION	STREET ADDRESS, CITY, STATE, ZIP CODE 2901 SOUTH WOLF ROAD WESTCHESTER, IL 60154
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S 000	Initial Comments Annual health with Complaint# 1994083/IL112810 Statement of Licensure Violations	S 000		
S9999	Final Observations Licensure 1 of 3 300.610a) 300.1210b)3) 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 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	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	(X6) DATE 07/19/19
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S9999	<p>Continued From page 1</p> <p>procedures:</p> <p>3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible.</p> <p>Section 300.3240 Abuse and Neglect 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: Based on observation, interview and record review, the facility failed to ensure that staff follow facility protocol while providing incontinence care and failed to ensure staff provide toileting assistance at the time of request. This deficient practice affected one resident (R49) of three residents reviewed for urinary tract infections in the sample of 75. This failure caused R49 to be diagnosed with urinary tract infections with Escherichia coli (E. coli) and Proteus Mirabilis organisms which required the use of intravenous antibiotics.</p> <p>Findings include:</p> <p>R49's Admission Record documents an admission date of 8/22/18.</p> <p>R49's MDS (Minimum Data Set), a comprehensive assessment tool that is used by the facility, documented on 8/29/18 that R49 was continent of urine.</p> <p>R49's MDS dated 2/14/19 documented that R49 had frequent incontinence episodes but had at</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>least one episode of continence.</p> <p>On 6/24/19 from 9:28am to 9:33am, R49 was seated in the hallway and was heard asking four times to be brought to the bathroom. The first request was ignored. V31 (RN-Registered Nurse) answered R49's second request with, "You'll be okay (R49)." On the third request, V31 stated, "There's someone in the bathroom right now. We'll bring you as soon as we can." And on the fourth request, V31 pushed her medication cart passed R49 and did not answer her. V31 stated to the surveyor, "She has that behavior of asking but she can't really go." At this time, V6 (LPN-Licensed Practical Nurse) walked over to R49 and stood her up to bring her to the bathroom. V6 stated to V31, "You know she can walk, right?" At 9:34am, V31 walked R49 to the bathroom. R49 voided a large amount and her incontinence brief was dry.</p> <p>R49 was also able to have a bowel movement in the toilet. On 6/24/19 at 9:39am, V30 (CNA-Certified Nurse Assistant) provided incontinence care for R49 as R49 stood at the rail in the bathroom. V30 wiped R49 four times from back to front using an incontinence wipe. On the 4th wipe, there were still brown streaks on the wipe. V30 did not wipe R49's buttock area again. Instead, V30 looked in between the front of R49's legs and wiped from back to front. V30 has been an employee of the facility for the past 16 years (hire date 12/2/2002) and according to V30, R49 is one of the residents in her regularly assigned group.</p>	S9999		
	<p>On 6/24/19 at 1:52pm, V31 stated " (R49) ends up trying to get up. So I had to tell her those things so she wouldn't get up. Basically, I was trying to buy time for the aid to get to her and</p>			

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S9999	<p>Continued From page 3</p> <p>assist her. We are all responsible for the care of the residents. Nurses can also toilet the resident." V31 confirmed that R49 currently has a urinary tract infection (UTI). V31 stated, "If a resident holds their urine or urinates in a incontinence brief, there is a higher risk for UTI."</p> <p>On 6/24/19 at 1:55pm, V30 stated that for female residents, "Clean from front to back. If cleaned from back to front there is a higher risk for infections. I didn't touch her vagina when I wiped from back to front. It was just easier with the position we were in."</p> <p>On 6/25/19 at 2:00pm, V2 (Interim Director of Nursing) indicated that the facility protocol is to wipe female residents from front to back to prevent urinary infections.</p> <p>R49's medical record documents: 5/31/19 - R49 positive for E Coli in urine. R49 was started on oral antibiotics for the UTI. Cipro 250 milligrams (mg) one time a day from 6/2/19 to 6/4/19. Macrobid 100 mg two times a day for seven days from 6/4/19 to 6/12/19. R49's Medication Administration Record (MAR) documents that only one dose of Macrobid was given on 6/8/19 and 6/12/19. 6/15/19 - R49 positive for Proteus mirabilis in urine. A midline catheter was started on 6/19/19 for administration of IV antibiotics. Zosyn 2.25 grams intravenously every six hours for UTI was ordered to be given for seven days.</p> <p>On 06/26/19 at 11:10am, V36 (Physician) stated, "E. coli comes from when stool is introduced into the urinary tract or urethra. If a female resident is wiped from back to front, this can push poop into urinary tract and can cause Proteus Mirabilis and E. Coli. Proteus mirabilis and E coli are two</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>different organisms. Proteus Mirabilis is introduced into the urinary tract the same as E coli. Improper incontinence care can definitely be the cause of p. mirabilis and e. coli infection in the urine. If the staff is wiping residents from back to front then the staff needs to be coached on proper incontinence care."</p> <p>R49's Care Plan initiated on 10/25/18 documents: Focus: (R49) has a history of Urinary Tract Infection. Interventions: Good hygiene practices: Females to wipe and cleanse from front to back, Clean peri area well after BM (bowel movement) in order to prevent bacteria in urinary tract. Void at first urge. Do not hold urine for extended amount of time. Take the full course of antibiotic therapy even if much improved after a few days of therapy.</p> <p>A facility policy dated 12/14/18 and titled, "Incontinence Management, urinary, long term care" documents: Advise the resident to urinate whenever the urge arises and never ignore it.</p> <p>(B) Licensure 2 of 3 300.610a) 300.1210b)4) 300.1210d)1) 300.3240a)</p> <p>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</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>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.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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:</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems.</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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p>	S9999		
	<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>			

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S9999	<p>Continued From page 6</p> <p>These requirements were not met as evidenced by: Based on observation, interview and record review the facility failed to administer pain medication to one resident (R486) of three residents in the sample of 75 reviewed for pain management. This deficient practice resulted in R486 experiencing unrelieved severe pain over a 30 plus hour period, which led the resident to suffer diminished capacity to complete activities of daily living and emotional distress.</p> <p>Findings include:</p> <p>R486 was admitted to the facility on 3/30/17 with diagnosis including, Chronic Obstructive Pulmonary Disease, Abnormalities of Gait and Mobility, Lack of Coordination, right shoulder pain, Alcohol Abuse, Anxiety Disorder, Major Depressive Disorder, Hypertension, Muscle Weakness and Emphysema.</p> <p>R486's physician order, dated 5/19/18 documents: Tramadol HCL Tablet 50 mg every 4 hours for "Pain-Severe"</p> <p>On 6/23/19 at 10:40 am R486 stated she was upset and in pain because she did not receive her scheduled pain medication (Tramadol). R486 was told by a nurse the medication ran out and it's not available in the facility. R486 stated, her pain was 8 out of 10 on a pain scale of 10 (with Zero being no pain and ten being the worse possible pain). When asked the location of her pain, R486 stated, she feels pain in her right arm (history of fracture), back, and legs. R486 stated, "the only other medication I have ordered for pain is Acetaminophen, but it doesn't help."</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>On 6/23/19 at 11:04 am, V3 (Licensed Practical Nurse) was asked to pull R486's Tramadol pain medication. V3 stated, R486's pain medication ran out and had to be re-ordered. V3 stated, R486's prescription was faxed this morning to R486's physician to sign. V3 stated R486 last received Tramadol on 6/22/19 at 8 am. V3 verified R486 is scheduled to receive Tramadol every four hours for pain on a routine basis. V3 stated medications should be reordered 3 days before they run out. When asked if Tramadol was available in the facility's convenience box V3 stated no.</p> <p>On 6/23/19 at 12:10 pm R486 stated she continued to feel severe pain. R486 stated her pain score remained at 8 out of 10. R486 stated she feels down today due to not receiving her scheduled pain medication and stated she would feel much better if her pain was under control.</p> <p>On 6/24/19 at 10:59 am V4 (Licensed Practical Nurse), stated Tramadol was delivered to the facility and administered to R486 on 6/24/19 at 12:30 am. V4 stated, R486 received the scheduled doses for the morning as ordered. All total, R486 went close to 41 (40.5) hours with 8 missed doses of the scheduled pain medication, all the while experiencing consistent pain levels of 8 out of 10 on a pain scale of 10.</p> <p>On 6/25/19 at 11:50 am, R486 stated, she takes Tramadol for pain on a regular bases. R486 stated, with Tramadol her pain is managed/controlled, but without it, her pain level is considerably higher. When asked to describe her pain and how it has affected her over the past couple days R486 stated, "I wanted to lay down and die on Sunday (6/22/19). I'm a very independent person, but because of this pain it's</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>difficult for me to get around. The pain has slowed me down. My daily routines (hygiene and grooming, getting dressed, transferring into wheelchair, etc.) have taken me longer than usual. R486 stated her son came on Sunday and she was crabby with him due to her pain. R486 stated it was not the first time the facility has run out of her medication.</p> <p>On 6/25/19 at 12:03 pm V2 (Interim Director of Nursing) stated, medications should be reordered 7 days before running out. V2 stated she does not know why it took so long to reorder R486's Tramadol because the order is active and not expired. V2 stated she would assume Tylenol is not supplemental to Tramadol.</p> <p>On 6/26/19 at 12:04 pm, V35 (R458's physician) stated in V35's medical professional opinion, V35 would only order Tramadol every 4 hours rather than PRN (as needed) if the resident had constant pain. V35 stated, if Tramadol is ordered every 4 hours and the resident doesn't receive it than the resident will obviously be in pain. V35 stated R458 should have gotten the medication as ordered.</p> <p>R486's pain care plan dated 9/11/17 documents R486 "has potential for generalized pain and pain in right shoulder." The care plan documents intervention: "Administer pain medication as ordered. Anticipate the resident's need for pain relief and respond immediately to any complaint of pain."</p> <p>R486's medication administration record for June 2019 documents: Tramadol HCL Tablet 50 mg not given on: 6/22/19 at 12 pm, 6/22/19 at 4 pm, 6/22/19 at 8 pm, 6/23/19 at 12 am, 6/23/19 at 4 am, 6/23/19 at 8 am, 6/23/19 at 12 pm and</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>6/23/19 at 8 pm</p> <p>R486's Controlled Substances Proof of use of Tramadol HCL Tablet 50 mg, Date received 6/15/19, 18 count, documents last dose (dose #18) administered 6/22/19 at 09:07 am.</p> <p>The facility didn't faxed R486's physician request for prescription signature and DEA number until 6/23/19 at 6:51 am at which time R486 had missed five doses of the scheduled Tramadol and experienced ongoing severe pain.</p> <p>R486's Controlled Substances Proof of use of Tramadol HCL Tablet 50 mg, Date received 6/24/19, 30 count, documents first dose (dose #1) administered 6/24/19 at 12:30 am.</p> <p>Facility policy, (Revised January 2012) "Ordering & Receiving Medication" documents: Reordering Procedures: Medication refills should be requested when a 3-5 day supply remains. (B)</p> <p>Licensure 3 of 3 300.510a) Section 300.510</p> <p>a). There shall be an administrator licensed under the Nursing Home Administrators Licensing and Disciplinary Act (Ill. Rev. Stat. 1987, ch. 111, par. 3651 et seq.) full-time for each licensed facility. The licensee will report any change in administrator to the Department, within five days.</p> <p>These requirements were not met as evidenced by:</p> <p>Findings include:</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>Based on interview and record review, the facility failed to ensure the acting administrator have an active Administrator's license before performing the role of Administrator</p> <p>On 6/25/19 at 2:58 PM, The facility's Administrator (V1) was asked to provide the survey team with a copy of her license for review. V1 stated that she had applied for a temporary license in May of 2019, but had not received the license at present. V1 stated, she became the facility's full-time acting Administrator on May 10, 2019. V1 stated, she was informed by the facility's corporate Vice President it was ok to perform as the acting Administrator as long as her license was applied for and pending.</p> <p>According to the facility's corporate Job description for an Administrator (rev 1/29/03) the entry qualifications for an Administrator include but are not limited the following:</p> <p>- "Has valid Administrator's license issued by the State's governing Board"</p> <p>(C)</p>	S9999		
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