

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6002539</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING: _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/15/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>DOCTORS NURSING &amp; REHAB CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1201 HAWTHORN ROAD SALEM, IL 62881</b>
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S 000	Initial Comments  Complaint Investigation 2154813/IL135797	S 000		
S9999	Final Observations  Statment of Licensure Violations:  300.610 a) 300.3240 a) 300.3240 b) 300.3240 e)  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.	S9999		
	Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the facility administrator. e) Employee as perpetrator of abuse. When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that an employee of a long-term care		<b>Attachment A Statement of Licensure Violations</b>	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>facility is the perpetrator of the abuse, that employee shall immediately be barred from any further contact with residents of the facility, pending the outcome of any further investigation, prosecution or disciplinary action against the employee.</p> <p>These requirements are not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure residents were free from abuse for 1 of 3 (R2) residents reviewed for abuse in the sample of 7. This failure resulted in R2 being hit and choked by V11 (Certified Nursing Assistant/CNA) resulting in bruises on R2's arm, chin, and neck.</p> <p>Findings Include:</p> <p>R2's face sheet, dated 7/13/2021, documents R2 was admitted to the facility on 10/09/2007, with diagnoses that include traumatic brain injury, hemiplegia affecting left side, seizures, muscle contracture, and anxiety disorder.</p> <p>R2's facility progress notes, dated 7/11/21 at 3:06 PM, documents a dark purple bruise that measures 4.7 cm x 3.8 cm (centimeters) on inner aspect of right upper arm, with another 4.0 cm x 2.4 cm bruise beneath it. R2's progress note documents R2's right side of face from cheek to jaw red and swollen with yellow discoloration to right side of chin with pain noted as well as yellow discoloration noted to left frontal aspect of neck. "Administrator notified." R2's progress notes do not document any assessments of R2 from 7/6/21 until 7/11/21.</p> <p>R2's facility progress notes, dated 7/12/2021 at 9:51 AM with V1's (Administrator) signature,</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>states a full body assessment was completed on R2 with a bruise measuring 4 cm x 4 cm to her inner right arm with no other areas noted. The progress note documents R2's neck, face, and chin were "free from any areas." R2's progress notes document a separate assessment signed by V9 (LPN) on 7/12/2021 at 5:38 PM, that states, "Discoloration remains to right upper inner arm and left neck and right chin. Right cheek remains slightly swollen. Voices kind of sore today."</p> <p>R2's facility Serious Injury Incident Report, dated 7/12/2021 at 8:00 AM, documents, "Resident (R2) reported a staff member had pinched her and hit her sometime last week. Resident could not recall when or who the staff member was. Full body assessment revealed a 2 cm x 2 cm bruise to inside of arm. No other injuries noted. Law enforcement notified of incident, full investigation and final report to follow. POA (power of attorney) and Doctor informed of allegation." The report documents NA next to witness name and does not document the date and/or time the local law enforcement, power of attorney, and/or physician were notified.</p>	S9999		
	<p>R2's facility Serious Injury Incident Report, dated 7/14/2021, documents, "...7/12/2021 resident (R2) reported to me that a staff member had punched her (R2) in the face and choked her when they were performing morning care and getting her up for breakfast. Resident could not provide a time-line of when the incident occurred. Resident stated it was a blonde girl who was very skinny. Investigation began immediately with interviews of staff and resident. Full body assessment performed revealing a 3 cm by 3 cm bruise to upper right arm, slight yellow area and minimal swelling to residents left jaw line. Resident states her jaw is a little sore when</p>			

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S9999	Continued From page 3  someone touches it. During staff interview it was reported that on Friday morning V11 (Certified Nursing Assistant/CNA) and V8 (CNA) were attempting to get resident up for a shower before breakfast when resident became verbally and physically abusive towards staff. Staff informed resident it was time to get up for a shower and breakfast, resident agreed and was compliant with care. Staff got resident dressed, resident was placed on the (mechanical lift) pad and resident was handed her brush to brush her hair. Resident swung the brush and hit V11 in the right arm, V11 reacted and hit the resident in the upper right arm and grabbed her chin, turned residents head toward herself and stated, "I am done being hit by you" and walked out of the room. V8 provided the statement and was witness to it. V11 was immediately removed from the building, suspended, and asked to provide a statement. V11's statement reads they were providing care and getting resident on the (mechanical lift) pad when resident struck her with the brush in the arm. V11 grabbed residents arm and held it down and removed the brush from her hand and left the room. Resident was reinterviewed and confirmed the incident as reported by V8 but claimed the staff member was a skinny blonde headed lady. V8 fit the description so was suspended pending investigation results. Resident was shown pictures of the two staff members, Resident pointed to the picture of V11 and mimicked hitting herself in the jaw. When asked if that was the one who hit her resident stated, "yes" when asked about the other picture the resident stated "no." All other residents in the building were interviewed and denied witnessing or being abused in any way, all staff was interviewed and denied witnessing abuse. POA (Power of Attorney) was informed of incident and investigation at 0934 (9:34 AM) on 7/12/2021,	S9999		

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S9999	<p>Continued From page 4</p> <p>doctor was also informed immediately following the call to the POA at 0934 on 7/12/2021. Law enforcement was called, and investigation began on 7/12/2021 at 1000 (10:00 AM) ....Based off the interview of the resident and staff member (V8) abuse is confirmed to have occurred by V11 (CNA). V11 was informed of investigation outcome and the termination of her employment at 1000 on 7/13/2021 ....V8 informed of investigation outcome and is allowed to return to work on her next scheduled day, V8 will be coached for delay in reporting abuse upon return to work. All staff will be in-serviced, and resident/staff follow up will continue. Law enforcement notified of investigation outcome."</p> <p>On 7/12/2021 at 10:10 AM, R2 stated she had a bruise to her right upper arm and her right lower cheek. R2 stated her right lower cheek continues to be very sore and swollen. R2 stated a skinny lady with long blonde hair hit her on the right jaw and upper arm. R2 stated the occurrence happened last Tuesday in her room in the early morning.</p> <p>On 7/13/2021 at 12:50 PM, R2 stated a person</p>	S9999		
	<p>with long blonde hair hit, punched, and choked her. R2 stated she did not know who it was, and could not recall the date it occurred. R2 stated she was in bed when they came in and asked her if she was ready to get up. R2 stated when the aggressor started choking her, she (R2) punched them in the chest and they stopped. R2 stated she reported it to the "front desk." R2 was observed to have a purple and yellow bruise on the inner aspect of her upper right arm, with a second bruise of the same color just behind the first one. R2 stated her chin "hurts so bad" and showed this surveyor an area on the right side of her chin that R2 said hurt to touch. R2 stated her</p>			

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S9999	<p>Continued From page 5</p> <p>cheek felt swollen. A faint purple/blue bruise was noted on R2's chin. R2 also had a faint yellow linear bruise around the base of her neck on the left side that extended down towards R2's chest.</p> <p>On 7/13/2021 at 10:28 AM, V7 (Certified Nursing Assistant, CNA) stated on 7/11/2021, she observed a bruise to R2's right inner arm. V7 stated she asked R2 how she got the bruise, and R2 told her one of the staff (unknown) punched and choked her, and her jaw also hurt. V7 stated she asked R2 when it happened, and R2 told her the other day. V7 stated she assumed it occurred on 7/9/2021, because she (V7) was working on a different hall, and when she went to say hello to R2 a few times throughout the day, R2 was in bed with her curtains drawn. V7 (CNA) stated V8 (CNA) and V11 (CNA) were working on R2's hall on 7/9/2021. V7 stated she asked R2 if the nurse was aware, and R2 shrugged. V7 stated she completed R2's care, and then reported the allegation to V24 (RN/Registered Nurse).</p> <p>On 7/13/2021 at 11:54 AM, V20 (LPN/Licensed Practical Nurse) stated on 7/10/2021 (unknown time), V8 (CNA/Certified Nursing Assistant)</p>	S9999		
	<p>reported to V20, while assisting R2 with morning care on 7/09/2021, R2 hit V11(CNA). V8 reported to V20 that V11(CNA) then hit R2. V20 stated V11 was not working on 7/10/2021 when V8 reported the allegation of abuse to her. V20 stated she reported the allegation to V1 (Administrator), but did not ask R2 what had occurred, or get a written statement from V8. V20 stated she assessed R2, and did not see any bruising at that time. When asked where she had documented the allegation of abuse, assessment of R2, and notification of the allegation to V1, V20 stated she had not documented it. V20 stated V11 was scheduled off work on 7/10 and 7/11/21, and V11 was told she</p>			

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S9999	<p>Continued From page 6</p> <p>had been suspended when she returned to work on 7/12/2021. V20 stated V8 worked on 7/10 and 7/11/21 and was suspended on 7/12/21, pending the outcome of the investigation.</p> <p>On 7/13/2021 at 12:20 PM, V9 (LPN) stated V24 (RN) reported to her on 7/11/21, R2 had been punched, hit, and choked. V9 stated V24 notified V1 (Administrator) of the allegation on Sunday 7/11/2021. V9 stated V24 asked V9 to get measurements of the bruising on R2. V9 stated R2 had a yellow bruise on her right arm, a small bruise on her right chin, yellow discoloration on her left lower neck/clavicle area, and R2's right cheek was swollen.</p> <p>On 7/13/2021 at 2:20 PM, V24 (RN) stated on 7/11/21, R2 was sitting at the nurses station and she noticed bruising to R2's upper arm. V24 stated the bruises looked "pretty significant." V24 stated R2 told her the blonde girl came into her room, held her down, choked her, and punched her in the face. V24 stated she notified V1 (Administrator) of the allegation. When asked if V1 asked her any questions related to the allegation, V24 stated V1 told her he would be in touch with her on Monday 7/12/2021, and she still hadn't heard from him. When asked if she had any idea who R2 could be talking about, V24 stated the only person she could think of that fit that description would be V11. V24 stated she did not remember V7 reporting the allegation to her, but V25 (Activity Aide) had confirmed R2 told her about the allegation.</p> <p>On 7/13/2021 at 2:56 PM, V25 (Activity Aide) stated she was doing an activity with R2 on 7/11/2021, and noticed a bruise on R2's arm, and when she asked R2 how she got the bruise, R2 stated she didn't know. V25 stated then R2 told</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>her she was told she couldn't tell what happened. V25 stated she asked R2 who told her she couldn't tell. V25 stated R2 told her a blonde headed girl had hit R2, and pulled R2's hair, and did not want R2 to tell anyone. V25 stated she took R2 to the nurse's station and reported the allegation to V24 (RN).</p> <p>On 7/14/2021 at 9:10 AM, V8 (CNA) stated she was working with V11 (CNA) on 7/9/2021. V8 stated it was R2's shower day, and R2 was being her normal self and yelling. V8 stated they (V8 and V11) got R2 on the mechanical lift and R2 hit V11 in the arm. V8 stated V11 then hit R2 in the arm, grabbed R2 by the throat, pushed R2 down, and got in R2's face. V8 stated she couldn't remember if V11 said anything to R2. V8 stated they unhooked R2 from the mechanical lift, V11 left the room, and did not provide care to R2 the rest of the day. V8 stated she did not report the incident because she was in shock, but she should have. V8 stated she came to work on 7/10/2021 and reported the incident to V20 (LPN), who reported it to V1 (Administrator). V8 stated V1 called her on the morning of 7/12/2021 and asked her to come to the facility and talk about the allegation. V8 stated she worked on 7/11/2021 and 7/12/2021, but V11 did not. V8 stated V1 did not speak with her related to the allegations until 7/12/2021. V8 stated the incident occurred before breakfast (approximately 6:30 or 7:00 AM).</p> <p>On 7/14/21 at 2:24 PM, V1 (Administrator) stated he was notified by V20 (LPN) of the allegation of physical abuse of R2 by V11 on Saturday 7/10/2021.</p> <p>The facility Abuse Prevention Program, dated 12/16/16, documents abuse as "the willful</p>	S9999		
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S9999	Continued From page 8  infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish ....Under Internal Reporting Requirements and Identification of Allegations the policy documents, "Employees are required to report any incident, allegation, or suspicion of potential abuse, neglect, or misappropriation of property they observed, hear about, or suspect immediately to the administrator .... Supervisors shall immediately inform the administrator of all reports of incidents, allegations, or suspicion of potential abuse, neglect, or misappropriation of property. Upon learning of the report, the administrator shall initiate an incident investigation." Under Protection of Residents the policy documents, "Employees of the facility who have been accused of abuse, neglect, or mistreatment will be removed from resident contact immediately until the results of the investigation have been reviewed by the administrator or designee. Employees accused of possible abuse, neglect, or misappropriation shall not complete the shift as a direct care provider to residents."	S9999		
(B)				