

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6014856</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/30/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>VILLA AT WINDSOR PARK</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>2649 EAST 75TH ST CHICAGO, IL 60649</b>
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S 000	Initial Comments  Complaint Investigation: 21861 70/IL137461 21861 71/IL137462	S 000		
S9999	Final Observations  Statement of Licensure Violations:  300.610)a) 300.1210a) 300.1210b) 300.1210d)2)3)5) 300.1220b)2) 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 a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that	S9999	Attachment A Statement of Licensure Violations	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</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.</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>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24-hour, seven-day-a-week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing.</p> <p>Section 300.1220 Supervision of Nursing Services b)The DON shall supervise and oversee the nursing services of the facility, including: 2)Overseeing the comprehensive assessment of the residents' needs, which include medically defined conditions and medical functional status, sensory and physical impairments, nutritional status and requirements, psychosocial status, discharge potential, dental condition, activities potential, rehabilitation potential, cognitive status, and drug therapy</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. (Section 2-107 of the Act)</p> <p><b>THESE REQUIREMENTS WERE NOT MET EVIDENCED BY</b></p> <p>Based upon record review, and interview, the facility failed to ensure that ostomy appliances were on to prevent skin breakdown, failed to follow the skin management guidelines, failed to assess pain level, failed to conduct a thorough skin assessment on admission, failed to conduct skin assessments as ordered, and failed to obtain treatment orders for one of six residents R3 in the sample. implement care plan interventions, failed to ensure that treatment orders are entered on the TAR (Treatment Administration Record), failed to apply ostomy bag to stomas, and failed to follow physician orders for one of six residents</p>	S9999		

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S9999	Continued From page 3  (R3) In the sample. These failures resulted in R3's severe cutaneous maceration of her abdominal wall and R3 at risk for infection due to ostomies being covered with diapers and not contained with ostomy bags and R3's 8/25/21 pain rated 7/10.  Findings include.  R3 was admitted on 8/13/21 was sent to the urology clinic on 8/25/21 and did not return to the facility.  R3's 8/13/21, care plan states, resident admitted to facility with colostomy/urostomy. Monitor stoma site for stool leakage and skin irritation. Change colostomy bag and appliance as ordered/as needed. Monitor stoma site for signs of bleeding or inflammation and notify physician. Monitor for signs or symptoms of pain with urostomy or stools and notify physician. Resident has potential for skin breakdown related to mobility and medical comorbidities. Follow facility policies/protocols for the prevention of skin breakdown.  R3's 8/13/21, POS (Physician Order Sheets) include complete skin evaluation in PCC (Point Click Care) on admission and weekly. Evaluate pain every shift include Urostomy/Colostomy care every shift and as needed check appliance and empty. Change colostomy bag and appliance daily if needed every shift.  On 9/2/21, at 11:20 AM, V2 (Director of Nursing) presented R3's (August 2021) TAR (Treatment Administration Record) which was blank (there were no physician orders). Surveyor inquired if ostomy care and bag/wafer changes are documented on the TAR V2 stated "They should	S9999		

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S9999	<p>Continued From page 4</p> <p>be."</p> <p>R3's MAR (Medication Administration Record) affirms 8/25/21, dayshift pain evaluation is blank therefore not assessed (as ordered).</p> <p>On 9/8/21 at 10:02 AM, surveyor inquired about obtaining resident ostomy supplies. V8 (Unit Manager) stated, "Central supply orders any equipment we may need."</p> <p>On 9/8/21 at 10:11AM, surveyor inquired about R3 V10 (Unit Manager) stated "She was ambulatory, alert, had two ostomy's. She would constantly get out the bed and it would come off, I would have to put it back on."</p> <p>On 9/8/21 at 10:27 AM, surveyor inquired about R3's ostomy needs. V12 (Central Supply) stated, "She (referring to R3) had an ileostomy and colostomy if I'm not mistaken. There's just ten in a bag and I have to order twenty just in case something happens." Surveyor inquired if R3 ran out of ostomy supplies while at the facility. V12 responded "No" therefore ostomy invoices were requested at this time.</p> <p>On 9/8/21 at 10:32 AM, surveyor inquired about concerns with R3's ostomy's. V13 (Certified Nursing Assistant) stated, "She was real sweet, if she needed something she asked. She "She had like two colostomy's it was a lot going on with her. The way those bags were on her were like close together so it would be like seeping stool and stuff because the ostomy's was big."</p> <p>On 9/8/21 at 11:40 AM, V12 presented (8/24/21) purchase order which includes urostomy pouch with Convex BA (quantity: 1) V12 affirmed there were no additional ostomy orders placed during</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>R3's stay at the facility. The order was placed eleven days after her admission. The facility provided no evidence during this survey that R3's required ostomy supplies were available.</p> <p>R3's 8/25/21, Urology history &amp; physical states presents today in distress, severe abdominal pain. She is found to have no appliances on either her ileostomy or ileal conduit, appears to have not been appropriately cared of for some time due to severe cutaneous maceration and sensitivity on much of her abdominal wall. LLQ (Left Lower Quadrant) and RLQ (Right Lower Quadrant) urostomy without appliances are covered with a diaper on exam, substantial fecal and urinary contents covering lower abdomen.</p> <p>R3's 8/25/21 hospital history &amp; physical states she was found to be lying on the exam table in a fetal position complaining of 7/10 pain on skin around the stoma.</p> <p>On 9/9/21 at 10:15 AM, surveyor inquired about potential harm to skin integrity if ostomy waste is not contained in collection bags V18 (Medical Director) stated "You're going to get skin breakdown, there's concern for infection, cellulitis and pain."</p> <p>On 9/9/21 at 11:56 AM, surveyor inquired about R3 V16 (Wound Care Nurse) stated "I don't have any records for her (R3)" and affirmed she (R3) was not referred to the wound care team.</p> <p>On 9/9/21 at 12:03 PM, surveyor inquired about facility protocol for skin assessments V16 (Wound Care Nurse) stated "When the patient comes in, they should receive a skin assessment from the admitting nurse and someone from wounds." Surveyor inquired about R3's skin</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>assessments. V16 responded "Her admission assessment says she has a urostomy and a colostomy, that's it. No skin impairments" however the 8/13/21 assessment which she was referring to includes skin impairments on the right and left thigh There was no description/measurements for either wound. Treatments were not prescribed for either site. Surveyor inquired if any additional skin assessments were documented in the PCC (as ordered) V16 reviewed PCC and stated, "I cannot see anything for R3." V16 advised "If they check off the positive sign (during skin assessment) it triggers for the evaluation to be done by wound care. I never assessed her for any wounds, nobody ever reported any issues. Even excoriation is something that they should report." On 9/28/21 at 1:39 pm, V21 (Registered Nurse, RN) stated that she recalled R3 leaving the facility for a doctor's appointment on 8/25/21. V21 stated that R3 did complain of the peristomal skin being "irritated," and when V21 assessed R3's ostomy sites, she would either change R3's ostomy wafer/bag or would reinforce the leaking wafer to R3's skin with tape. V21 stated that when R3 was admitted to the facility, R3's peristomal skin was not excoriated. V21 stated, "When it (peristomal skin) became excoriated here, we used (ointment) to help."</p> <p>The 6/29/21 colostomy, urostomy care policy states it is essential that a pouch be placed over a stoma correctly so the output from the stoma is contained, the skin around the stoma is protected and a patient is free from odor or leakage. Change the ostomy pouches when they are 1/3-1/2 full to avoid leakage, which can lead to chemical or enzymatic injury to the skin.</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>On 9/29/21 at 10:53 am, V30 (CNA) stated, she cared for R3 on 8/25/21 to get R3 ready for the doctor's appointment. V30 stated, she remembered that R3's ostomy bags were "hard to stick to her stomach." V30 stated, on 8/25/21, she assisted R3 in getting dressed. When this surveyor asked if R3's ostomy bags were intact and adhering on 8/25/21, V30 stated, "I can't comment if the bags were intact, but I do remember that the area (by the ostomies) being juicy. I didn't want her clothes to get wet, so I put an extra diaper over her stomach. The skin was angry looking red. The skin around the ostomies." V30 stated that she informs the nurse of any "changes in the skin."</p> <p>On 9/28/21 at 1:39 pm, V21 (Registered Nurse, RN) stated, she "recalled R3 leaving the facility for a doctor's appointment on 8/25/21. V21 stated, R3 did complain of the peristomal skin being "irritated," and when V21 assessed R3's ostomy sites, she would either change R3's ostomy wafer/bag or would reinforce the leaking wafer to R3's skin with tape. V21 stated, when R3 was admitted to the facility, R3's peristomal skin was not excoriated. V21 stated, "When it (peristomal skin) became excoriated here, we used (ointment) to help."</p> <p>On 9/28/21 at 2:21 pm, V2 (Director of Nursing, DON) stated, she "expects her nurses to assess a resident's ostomy site once a shift to ensure that it's intact and functioning. V2 stated, CNA's will also assess the ostomy site upon emptying the ostomy bag, and if there is any leaking from the ostomy site noted, the CNA is to notify the nurse. V2 stated, if an ostomy site is leaking and there is skin irritation present, "the nurse should be notifying the doctor and wound care team for them to assess it." V2 stated that she reviewed</p>	S9999		



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S9999	<p>Continued From page 8</p> <p>R3's hospital records prior to R3's admission to the facility, and the hospital records indicated that leaking from R3's ostomy sites was "resolved prior to (R3) coming here." V2 stated that her nurses should not try to reinforce a leaking ostomy wafer and bag due to the wafer not is not properly adhering to the skin. V2 stated, the peristomal skin should be cleansed and a new wafer and bag must be placed over the ostomy.</p> <p>The skin management guideline states skin will be observed daily during cares by the nursing assistants. If any skin concerns are noted, they are to be reported to the licensed nurse. Weekly skin observation will be performed by a licensed nurse. If skin concern is noted, refer to the skin and wound care formulary.</p> <p style="text-align: center;">" B "</p>	S9999		