

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6005631</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/03/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>COUNTRYVIEW CARE CENTER-MACOMB</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>400 WEST GRANT STREET MACOMB, IL 61455</b>
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S 000	Initial Comments  Facility Reported Incident #134296	S 000		
S9999	Final Observations  Statement of Licensure Violations:  300.610a) 300.3210a) 300.3240a)e)  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 300.3210 General a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law based on their status as a resident of a facility. (Section 2-101 of the Act) (A, B)  Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (A, B) (Section 2-107 of the Act) e) Employee as perpetrator of abuse. When an investigation of a report of suspected abuse of	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>a resident indicates, based upon credible evidence, that an employee of a long-term care 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. (Section 3-611 of the Act).</p> <p>These Regulations are not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to ensure a resident (R1) was free from verbal and mental abuse and failed to recognize these allegations as abuse for one of three residents (R1) reviewed for abuse in the sample of three. These failures resulted in R1 sustaining verbal and mental abuse from a staff member (V8/Certified Nursing Assistant), resulting in an escalation of R1's behaviors.</p> <p>Findings include:</p> <p>The facility's Abuse Prevention Program policy dated 04/2021 documents, "This facility affirms the right of our residents to be free from abuse, neglect, misappropriation of resident property, and exploitation. Abuse: Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish. Verbal abuse is the use of oral, written, or gestured language that willfully includes disparaging and derogatory terms towards residents or families, or within their hearing distance regardless of their age, ability to comprehend, or disability. Example of verbal abuse include, but are not limited to, threats of harm, or saying things to frighten a resident.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Mental abuse includes, but is not limited to, abuse that is facilitated or caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a residents, harassment, humiliation, and threats of punishment or deprivation."</p> <p>R1's MDS (Minimum Data Set) Assessment dated 3-24-21 documents R1 has no behaviors, requires assistance of one person physical assistance for eating and toileting, and has the diagnoses of dementia, borderline personality disorder, anxiety, depression, and bipolar disorder.</p> <p>R1's (State Agency) Notification Reports dated 5-19-21 and signed by V1 (Administrator) documents, "Staff (V4/MDS/Minimum Data Set Coordinator) and (V5/Registered Dietician) reported other staff member (V8/CNA/Certified Nursing Assistant) being verbally inappropriate in the dining area. Investigation concludes no type of abuse of any resident occurred."</p> <p>The facility's Abuse Inservice Log dated 5-10-21 and signed by V1 (Administrator) documents V8 was trained on the facility's Abuse Policy on 5-10-21.</p> <p>On 6-1-21 at 8:45 AM, R1 stated, "(On 5-19-21) I was in the dining room and a black girl would not take me to the bathroom. I had to pee. I got upset and threw my plate. The girl started yelling at me and made me go to my room. She did not take me to the bathroom."</p> <p>On 6-1-21 at 9:15 AM V5 (Registered Dietician) stated, "On 5-19-21, I was in the business office and heard loud screaming in the dining room. (R1) was sitting in her wheelchair in the dining</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>room. (R1) had thrown a plate at (V13/ Dietary Aide). (V8) was in yelling at (V4/Minimum Data Set Coordinator), 'How long are you going to let this go on?' (V8) was in (R1's) face, yelling very aggressively and threatening at (R1). (V8) yelled at (R1) 'This is assault and you could go to jail.' (R1) was cussing at (V8) and (V8) was yelling back at (R1), 'Quit talking to me this way! I am sick of it!' (V8) was being very aggressive and loud with (R1). I reported the incident to (V1), and we brought (V8) into the office. (V8) was yelling at (V1), "F*** you! Kiss my black a**!" (V1) then terminated (V8) for insubordination and abuse of a resident. (V8) left the facility, yelling, 'Kiss my black a** you white bi**h!"</p> <p>On 6-1-21 at 10:08 AM V4 (Minimum Data Set Coordinator) stated, "On 5-19-21 around 11:45 AM I was in my office and heard a plate crash on the ground. I went into the dining room and heard (V8/CNA) yelling at (R1) that (R1) cannot do that (throw a plate). (V8) yelled at (R1) that throwing a plate was assault and told (R1) that she could go to prison. (V8) then took (R1) towards her room and I could hear (V8) continuing to scold (R1). (V8) stopped with (R1) in front of the nurse's desk and was yelling at (R1), 'Do you know what they do to old people in prison? Do you know what prison is?' (V8) was being very intimidating, inappropriate, and verbally abusive with (R1). (R1) was yelling back at (V8), 'F*** you! I do not care!' I then approached (V8) and told (V8) 'That is enough. Let it go and move on.' (V8) yelled at me 'No it is not enough.' (V8) just kept escalating the situation with (R1), making (R1's) behaviors worse. (V8) seemed to be inappropriate with residents at times and would be sassy."</p> <p>On 6-1-21 at 11:30 AM V8 (CNA) stated, "That</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>facility is very hectic and short staffed. The residents have a lot of behaviors and department heads do not help out. On 5-19-21 during lunchtime (R1) threw a glass plate and broke it. I told (R1) that she cannot be throwing glass plates as that could be considered assault and could lead (R1) to jail time. I took a deep breath and asked (R1) why she threw the plate. (R1) stated that she needed to use the bathroom. (R1) continuously needs to use the bathroom. I am tired of the residents calling me racial slurs and throwing things at me. The residents never get disciplined for calling us (staff) names or for abusing the staff. What (R1) did is highly inappropriate. (R1) is not a baby and knows what she is doing. I am tired of (R1) abusing us (facility staff). (V4/MDS Coordinator) approached me and said I need to bring my concerns to (V1). I refused to talk to (V1). (V1) came into talk to me along with V5 (Registered Dietician). (V1) was trying to write me up for threatening (R1). I quit and walked out."</p> <p>On 6-1-21 at 9:45 AM V1 (Administrator) stated, "On 5-19-21 (V5) reported to me that (V8) was threatening and yelling at (R1) for over 30 minutes, and (V5) could not get (V8) to stop threatening (R1). (V5) informed me that (V8) was yelling at (R1) that (R1) was going to have to go to prison for throwing a plate and was escalating (R1's) behaviors by getting in (R1's) face and yelling at (R1). (V8) was being intimidating and verbally abusive. I brought (V8) into the office and (V8) kept cussing at me and would not calm down. (V8) was telling me to kiss her a** and yelling f*** you! I was so upset that I finally terminated (V8). (V8) then went down the hallway to exit the facility and was yelling, 'Kiss my black a** you white b****!' I did not conclude in my investigation that (V8) abused (R1).</p>	S9999		
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S9999	Continued From page 5  (V3/Regional Supervisor) instructed me document the allegations as not being abuse so that the facility does not get in trouble with (State agency). (V8) yelling at (R1) and threatening (R1) with going to jail is definitely abuse."  (B)	S9999		