

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6015648	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/22/2022
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NAME OF PROVIDER OR SUPPLIER CHARTER SNR LVG OF HAZEL CREST	STREET ADDRESS, CITY, STATE, ZIP CODE 3701 WEST 183RD STREET HAZEL CREST, IL 60429
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S 000	Initial Comments	S 000		
S9999	<p>Complaint Investigation: 2292008/IL144603</p> <p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>330.710a) 330.710b) 330.710c)2) 330.4240a) 330.4240b) 330.4240d) 330.4240e)</p> <p>Section 330.710 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures shall be formulated with the involvement of the administrator. The written policies shall be followed in operating the facility and shall be reviewed at least annually by the Administrator. The policies shall comply with the Act and this Part.</p> <p>b) All of the information contained in the policies shall be available for review by the Department, residents, staff and the public.</p> <p>c) The written policies shall include, but are not limited to, the following provisions:</p> <p>2) Resident care services including physician services, emergency services, personal care services, activity services, dietary services and social services.</p>	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

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>Section 330.4240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) (A, B)</p> <p>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. (Section 3-610 of the Act)</p> <p>d) A facility administrator, employee, or agent who becomes aware of abuse or neglect of a resident shall also report the matter of the department. (Section 3-610 of the Act)</p> <p>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 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 requirements were NOT MET as evidenced by:</p> <p>Based on observation and interview the facility failed to follow the Abuse Policy to maintain the rights of all residents to be free from abuse and</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>mistreatment. This failure affected one of three residents (R1) reviewed for abuse during this investigation.</p> <p>Findings include:</p> <p>R1 is a 94 year old male with medical diagnosis of Diabetes, Neuropathy and Hypertension who was admitted into the facility on 1/15/2021. R1 made a complaint allegation about a staff member who slapped him while providing care.</p> <p>On 03/21/2022 at 11:27 am, V2 Lead Certified Nursing Assistant stated, I came in at 6:30 am on 3/08/22. R1 expressed to me that the girl (V4) was rough with him and slapped him in the face. I heard him screaming help, I immediately went into his room. He looked in distress and very frustrated, R1 told me what happened, I then reported to V1 (Executive Director) and V3 RCC (Resident Care Coordinator). To my knowledge R1 is the first patient to make an allegation against V4 Certified Nurse Assistant (CNA). I believe him because this is the first time he made this type of allegation and he is not the type of person to complain unless something happened to him.</p> <p>On 03/21/2022 at 12:25 pm, V3 stated, I had not received any complaints about (V4) only things like she was not doing the laundry at night, things like that. (V2) notified me, that (R1) was hit by (V4). (R1) stated to me, she came into the room to change him and get him up and (R1) told (V4), he didn't want her to change him because she was rushing, trying to get done. (R1) told (V4) to not touch him and to leave him alone. We suspended (V4) pending investigation. I reported to (V1) ED (Executive Director) what happened and collected the statements and handed</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>everything over to (V1). I checked (R1) there was no redness to his face, no bruising or scratches to his face. No, she never notified me about a skin tear. (R1) is a two person assist with transfers but since this incident we have two people go in the room with him at all times. But before that day, (R1) would get himself dressed and then two people would transfer him. (V4) is no longer allowed to work with (R1).</p> <p>On 03/21/2022, (R1) stated, I was lying in bed on my back, when (V4) came in to get me dressed, she didn't know what she was doing and grabbed my leg and picked it up, that's the leg that I broke and it hurts when you try to lift it. You can't lift it like that. Then (V4) told me to turn over. I was turning but I'm 94 years old I don't move as fast as I use to, so I guess I was moving to slow, so she pushed me over, that's when I asked her to get someone else. I kept telling her that she was hurting me but she didn't pay me any attention so I started to yell for help because I couldn't get to my call light and then she hit me so I yelled louder. (V4) hit me when I started yelling for help. I guess that made her mad, she left the room, she came back in the room, I guess she was going home because she had her coat on and her book bag and she hit me again and I told her, I'm going to get you. They came in, asked me questions. They kept asking me the same questions over and over, like I was lying and was trying to catch me up. My head was turned to the closet door when (V4) hit me. I wear dentures, she didn't hit me hard enough to break them. (V4) hit hard enough so I can feel it. I don't like for people to lose their job, but that's abuse and you have to report it.</p> <p>On 03/21/2022 at 1:34 pm, V4 stated, I already talked to two people about this already. (R1) was</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>complaining I was hurting his leg. (V2) came in the room and told me she was going to have to write me up but she didn't write me up. I took three days off because of this, I didn't touch him. I was trying to change him and (V2) said she was going to write me up. I was putting the grease on his legs when he started screaming and when I opened the door he started screaming louder. (V2) came in and (R1) was just saying I was being too rough and wouldn't stop when he told me to. (R1) didn't tell me to stop he just started yelling stop touching him and open the door. They moved me and I had to do an in-service on abuse.</p> <p>On 03/21/2022 at 2:48 pm, V1 stated, I was coming into the building when I got a call from (V3) RCC telling me (R1) said (V4) slapped him. When I went to his room the first thing he said was aren't you the lady that came to my house and told me I would only have to stay here for 30 days and then he asked me why he was still here and I told him he had to talk with his nieces about that and he continued to talk about he needed to get home. So I asked him what happened and he said (V4) came in to get him dressed and felt like she didn't know what she was doing. (R1) said the way she was handling him was rough and then (V4) slapped him and left the room and then she came back into the room and slapped me again. I asked him if he was he okay, he said yes. So I left his room and went to ask two other residents about how their morning went with (V4) and she stated she didn't have an issue this morning. I then spoke with (V2) and had her write out her accounts of what happened. (R1) repeated to her that (V4) slapped him twice. (R1) left out the part about (V2) coming into the room. (R1) told me he started yelling for (V4) to leave him alone and then she slapped him and left the</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>room and got her coat and came back and slapped him again and left. V1 stated, I called (V4) and asked her what happened and she told me she walked into (R1's) room and proceeded to get him ready and he didn't like the way she was dressing him so he started to scream stop and go get help. I explained to (V4) that when (R1) started yelling to stop and don't touch him she should have stopped, covered him up and left the room to get someone else. No he never yelled for help like that. I have heard him telling the staff they don't know what they are doing. I assume that (V2) watched (V4) leave so how could she come back a second time to hit him. I did an assessment on him. I didn't see any bruises or marks on his face. I called the POA (Power of Attorney) and explained to her everything. I suspended (V4) over the phone, pending investigation. (V4) was off for three days.</p> <p>Record review of a document submitted by the facility titled Abuse, Neglect, and Exploitation Prevention with the revise date of 10/2021 under purpose reads: It is the policy of Charter Senior Living to maintain the rights of all residents to be free from abuse, neglect, exploitation and mistreatment. This policy will provide a mechanism for prompt identification, reporting and investigation of any allegation and/or reasonable suspicion of abuse or complaint by a resident (or others) of abuse. It will ensure that all reporting and neglect is handled in accordance with regulatory standards. Under Procedures number one documents, The community will take appropriate steps to prevent neglect, verbal, physical, mental, or sexual abuse including involuntary seclusion and misappropriation of resident property by any individual including , but not limited to staff, residents volunteers, visitors and family members.</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>Under Definitions of Abuse the 3rd paragraph titled Physical Abuse documents, Intentionally inflicting or allowing injury on a vulnerable adult by an act or failure to act. Physical abuse includes but not limited to, Slapping , hitting, kicking, biting, choking, pinching, burning, use of medication outside the standards of reasonable medical practice for the purpose of controlling behavior and unreasonable confinement, use of restraints outside the standards of reasonable medical practice for the purpose of controlling behavior and unreasonable confinement without a physician's order.</p> <p>(B)</p>	S9999		
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