

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009872	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/18/2022
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NAME OF PROVIDER OR SUPPLIER WEST CHICAGO TERRACE	STREET ADDRESS, CITY, STATE, ZIP CODE 928 JOLIET ROAD WEST CHICAGO, IL 60185
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S 000	Initial Comments	S 000		
	Facility Reported Investigation (FRI) to Incident of 03/02/222/ IL144579			
S9999	Final Observations	S9999		
	Statement of Licensure Violations			
	300.610a) 300.1210b) 300.1210d)3) 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			
	b) The facility shall provide the necessary care and services to attain or maintain the highest			
			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>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>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>Section 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>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</p>	S9999		

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S9999	<p>Continued From page 2</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)</p> <p>These Requirements were Not Met evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to protect a resident from sexual abuse by a facility staff member. As a result of this failure, R1 was exposed to sexually abusive behaviors from V11 (CNA- Certified Nurse Aide).</p> <p>This applies to 1 of 3 residents (R1) reviewed for abuse.</p> <p>The findings include:</p> <p>On 3/15/22 at 2:40 PM, V4 CNA (Certified Nursing Assistant) said R2 reported to her last week V11 CNA was always coming to their room, and R2 saw V11 trying to kiss R1. V4 said she immediately reported it to V5, Lead CNA.</p> <p>On 3/15/22 at 1:32 PM, V5 CNA said last week V4 informed her R2 told her V11 was always in their room and was hugging and kissing R1. V5 said she reported to V1 and V2 DON (Director or Nursing) immediately.</p> <p>On 3/15/22 at 2:09 PM, V2 DON said at the beginning of March, V5 CNA reported R2 had reported some inappropriate interactions between V11 and R1. She said R2 said she heard some "kissing and some noises." V2 stated V1 was</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>notified and initiated the investigation and V11 was suspended pending investigation. V2 said R2 does not have an history of making allegations.</p> <p>R1's Face Sheet dated 3/15/22, shows R1 is 45 years old and was admitted to the facility on 5/24/21. Her diagnoses included: bipolar disorder- current episode depressed, gastritis, alcohol dependence with intoxication, alcohol abuse with intoxication, cannabis abuse, mental disorder, nicotine disorder, major depressive disorder, anxiety disorder, suicidal ideation, insomnia, fibromyalgia.</p> <p>On 3/15/22 at 11:06 AM, R1 and R2 were in the room they shared. R1 resided in the bed by the wall, and R2's bed was the first bed closest to the door. R1's MDS (Minimum Data Set) dated 2/28/22 shows R1's cognition is intact, the behavior section showed she does not exhibit physical or verbal behavioral symptoms directed towards others.</p> <p>R1 said V11 was gone on vacation for about a month and returned to work around the middle of February. R1 stated V11 came back, the advances "got bad when he came back a little stronger" with the attempts to kiss and hug her; he made around five different attempts in the previous weeks. R1 said sometimes her roommate, R2, would come into the room and interrupt him. R1 stated she told V11 he needed to stop, and saying things like "I'm not interested, it is not good for your job, it is against the rules." R1 stated she tried to stress to him he would lose his job. R1 stated V11 asked her "You like me, right? Maybe we can have something?" R1 said V11 had touched her breast and kissed her twice on her lips since returning from his vacation.</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>R1 said she told V11, "no kissing" but she would give him a hug, V11 would take advantage of the hug and kiss her on the lips. R1 said on some occasions, she would turn her head, and he would kiss her on her cheeks. R1 said while she was in bed, V11 would sit on her bed and rub her feet. R1 said she knew it was inappropriate but did not want to get him fired. R1 said she did not tell anyone about the incidents when V11 returned from his vacation. R1 said R2 (R1's roommate) was in the room when the abuse occurred, and it made R2 feel uncomfortable. R1 stated V11 would pull the privacy curtain and would kiss her while R2 was in the room. R1 said V11 would also buy her iced coffee, donuts, tacos, and a moisturizer even though she told him not to buy her anything. R1 said she "felt she could not be safe in her room and was thankful R2 was in the room." R1 said she was not aware of when R2 reported the incidents to staff; but was thankful she did.</p> <p>On 3/16/22 at 11:40 AM, R1 said she did not know how to handle the situation because V11 was a staff member. R1 said V11 would hold on to her face and she could not pull away. R1 said she felt her "safety was compromised, the situation was awkward, and was relieved V11 was gone." R1 said while the incidents were occurring, she "felt depressed, and slightly suicidal." R1 said she had such tendencies due to her mental health condition; she felt like a "recluse" and did not want to talk about it. R1 stated, "I feel bad and responsible it happened, I feel like it was my fault, I didn't know what to do." R1 said she also had history of sexual abuse. R1 said there were no other incidents with other staff. R1 said after R2 reported it to staff, V1 (Administrator) and V2 DON (Director of Nursing)</p>	S9999		

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S9999	Continued From page 5 interviewed her that day and the day after. R1 said she told (V1) and (V2) that V11 would come to her room hug, and kiss her, she denied telling them V11 touched her breast. On 3/15/22 at 11:30 AM, R2 said she reported to (V4, CNA) that V11 was being inappropriate with R1. R2 stated she reported it between one and two weeks ago; but was a week after she heard R1 tell V11 "No". R2 said V11 would not take "No" for an answer. R2 said V11 would come to their room every night he worked, and he would try to hug and kiss R1. R2 stated R1 and V11 would stand by (R1's) bed and V11 would hug and kiss R1. R2 said she saw V11 kissing R1 on the lips in their room about three times before V11 went on vacation in January. R2 said she also saw V11 take off (R1's) socks and massage her feet. R2 said she was not comfortable when V11 was around, and V11 would not listen to R1 when R1 said no, adding "it was frustrating." R2 said V11 had to know she was aware of what was going on because V11 would hug and kiss R1 in front of her. R2 said she watched R1 tell V11 "no" but V11 still hugged and kissed R1 before he left the room. R2 said she knew V11 bought donuts, tacos, and iced coffee for R1. R2 said she believed it was consensual for a short period of time initially, but it got to a point where R1 did not want the attention anymore. R2 said after a while, R1 would tell her not to leave the room because she did not want to be alone in the room with V11 describing that R1 was "guarded and scared." R2 said she decided to report the incidents to staff because she felt like	S9999		

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S9999	<p>Continued From page 6</p> <p>she was (R1's) "bodyguard, was upset and frustrated about it because my friend was being abused." R2 stated R1 would tell her not to leave the room if we saw V11 in the hallway or see him coming to their room. R2 said during those times, R1 was "anxious and uptight," she would see her clenching her hands.</p> <p>On 3/15/22 at 2:57 PM, V1 (Administrator) said on 3/2/22 around 3:00 PM, V5 CNA informed her R2 reported to V4 CNA she heard R1 and V11 were hugging and kissing in the bedroom. V1 stated she initiated an investigation immediately. V1 said they suspended V11 pending investigation. V1 said she met with V11 the next day and based on V11's interview, he violated the code of conduct by engaging in inappropriate behavior. He crossed the professional boundaries between staff and residents, the physical interaction, he was hugging and kissing R1 on top of her head and the gifting of items." V11 was terminated. V1 said they did not do a head-to-toe assessment on R1 because she told them nothing happened, and that she always stopped V11's attempts.</p> <p>R1's care plan dated initiated on 5/24/21 and revised on 11/17/22 shows, "(R1) is at risk for abuse/neglect based on comprehensive assessment as evidenced by (R1) has a mental illness."</p> <p>R2's MDS dated 2/28/22 shows R2's cognition is intact, the behavior section showed that R2 does not exhibit physical or verbal behavioral symptoms directed towards others.</p> <p>On 3/16/22 at 10:35 AM, V9 (R1 and R2's Psychiatrist) via phone said R1 is at the facility for mental illness and has problems with social stability, the goal is to get her stable enough to</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>live independently in the community. He said R1 has alcohol disease and is Bipolar. He said staff should not be involved with resident, "there is a line in the sand to be drawn."</p> <p>On 3/16/22 at 3:23 PM, V10 (R1's Nurse Practitioner) via phone said it is inappropriate for staff to hug or kiss residents, staff should know better and draw boundaries with residents.</p> <p>The facility's investigative report, "Final Report of Abuse Investigation" dated 3/2/22 states "(V11) indicated that he has kissed (R1) on the top of her head and has hugged her many times and she has kissed him. He stated that he wants her to be supported and safe, and they often pray and talk about suicidal safety ... (V11) considers (R1) like a family member. (V11) stated he never pressured (R1) and (R1) never told him to stop. (V11) stated he has brought her food before, but has never given her money."</p> <p>The facility's Abuse policy dated 4/2020, shows "This facility affirms the right of our residents to be free from verbal, physical, sexual, mental abuse, neglect, exploitation, misappropriation of property, involuntary seclusion, or mistreatment Exploitation means taking advantage of a resident for personal gain using manipulation, intimidation, threats or coercion."</p> <p>(B)</p>	S9999		