

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  IL6011597	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 07/14/2022
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NAME OF PROVIDER OR SUPPLIER  LOFT REHAB & NURSING OF CANTON	STREET ADDRESS, CITY, STATE, ZIP CODE 2081 NORTH MAIN STREET CANTON, IL 61520
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S 000	Initial Comments  Complaint Investigation: 2225353/IL148818	S 000		
S9999	Final Observations  Statement of Licensure Violations:  300.610a) 300.1210b) 300.1610a)1) 300.1620e)  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 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	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>resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.1610 Medication Policies and Procedures</p> <p>a) Development of Medication Policies</p> <p>1) Every facility shall adopt written policies and procedures for properly and promptly obtaining, dispensing, administering, returning, and disposing of drugs and medications. These policies and procedures shall be consistent with the Act and this Part and shall be followed by the facility. These policies and procedures shall be in compliance with all applicable federal, State and local laws.</p> <p>Section 300.1620 Compliance with Licensed Prescriber's Orders</p> <p>e) The resident's licensed prescriber shall be notified of medications about to be stopped so that the licensed prescriber may promptly renew such orders to avoid interruption of the resident's therapeutic regimen.</p> <p>These Regulations are not met as evidenced by:</p> <p>Based on observation, record review and interview, the facility failed to administer pain medication as ordered by the physician, for one of three residents (R1) reviewed for pain, in a sample of four. This failure resulted in R1's pain being uncontrolled for over 48 hours and experiencing discomfort related to recent spinal surgery, described as a "7-8" on a pain scale of 1-10 (with 1 being the least amount of pain and 10 being the worst pain) and affecting R1's sleep.</p> <p>Findings include:</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>The facility policy, titled "Pain Management (12/01/2020)," documents, "The Facility must ensure that pain management is provided to residents who require such services consistent with professional standards of practice, the comprehensive person-centered care plan and the residents' goals and preferences."</p> <p>The facility policy, titled "Medication Reordering (01/01/20)," documents, "It is the policy of this facility to accurately and safely provide or obtain pharmaceutical services including the provision of routine and emergency medications and biologicals in a timely manner to meet the needs of each resident."</p> <p>The electronic medical record documents R1 was admitted to the facility on 6/13/22 with the diagnoses of Spinal Cord Compression and Fusion of the Spine. A "Pain Interview" completed upon R1's 6/13/22 admission documents R1 has daily, frequent, and severe pain that limits her day-to-day activities.</p> <p>A Minimum Data Set assessment, dated 6/20/22, documents R1 as without cognitive impairment, having no short/long-term memory loss, and experiencing frequent, moderate pain.</p> <p>A Physician's Order, dated 6/13/22, documents R1 is to receive Norco 5-325 mg (milligrams) two tablets every four hours as needed for pain.</p> <p>R1's Controlled Drug Receipt/Record/Disposition forms, for the months of June 2022 and July 2022, document R1 consistently received Norco 5-325 mg two tablets two-four times per day to control her pain. However, the Medication Administration Record documents R1 received</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>Norco 5-325 mg two tablets on 7/02/22 at 2:10 pm, and not again until 7/04/22 at 5:32 pm.</p> <p>On 7/13/22 at 10:34 am, R1 was sitting up in her wheelchair, wearing a rigid upper body back brace. R1 grimaced as she adjusted herself in the wheelchair and stated she has suffered from chronic back pain for many years. R1 stated she came to the facility following a recent back surgery, because she lives alone and needed therapy. R1 stated she had an issue about a week and a half prior, where staff were unable to get her Norco refilled and they would not pull Norco from their Emergency Medication Box for her. R1 stated, since her back surgery, she suffers from constant back pain that varies in intensity. R1 stated she needs to stay on top of her pain, or it will get worse. R1 stated her pain medication is not scheduled as routine, but she tries to take it as routinely as possible, so the pain doesn't get unbearable. R1 stated the nurse gave her Extra Strength Tylenol when they couldn't get her Norco refilled, but that "didn't touch it." R1 described the pain as a "7-8" on a scale of 1-10 when she didn't have her Norco. R1 described the pain as being bad and stated, "(I) could not sleep and it was impossible to get comfortable."</p> <p>On 7/13/22 at 1:23 pm, V4 (Registered Nurse) stated on the evening of 7/02/22 the facility ran out of R1's Norco 5-325 mg and could not pull any Norco from the Emergency Medication Box because they could not get a signed prescription from V8 (Medical Director). V4 explained that R1's prescription for Norco needed refilled and in order to take Norco from the Emergency Medication Box, they need a signed (electronically) prescription. V4 stated she actually attempted to obtain a refill of R1's Norco on the Wednesday prior (6/29/22) to the holiday</p>	S9999			

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S9999	<p>Continued From page 4</p> <p>weekend, because she knew R1 routinely takes her pain medication and would likely run out by that Saturday (07/02/22). V4 stated other nursing staff also attempted to contact V8 regarding the Norco refill, on 6/30/22 and 7/01/22, per the correspondence given from shift change; however, staff were unable to obtain the refill authorization from V8 via phone or fax. V4 stated, by 7/04/22, R1 was "pretty uncomfortable, very emotional and upset" over being in pain and the unavailability of her pain medication. V4 continued to attempt to reach V8 by phone, as her office was closed for the weekend, but was only able to leave messages. V4 stated she gave R1 Extra Strength Tylenol, but it did not touch R1's pain. V4 stated she tried to reposition R1 and attempted to calm her so her pain would not get worse, but "nothing worked." V4 stated R1 was extremely concerned about staying on top of her pain symptoms, since she routinely took Norco for chronic back pain prior to her back surgery, when she was at home. V4 stated V2 (Director of Nursing) came into the facility on the afternoon of 7/04/22, and she expressed concern over still being unable to reach V8 to refill R1's Norco. V4 stated V2 called V8 herself, and within 20 minutes, the refill was authorized, and she was able to access the Norco in Emergency Medication Box for R1.</p> <p>On 7/13/22 at 2:09 pm, V5 (Licensed Practical Nurse) stated it is difficult to obtain a signed prescription from the physician over the weekend, whether it is V8 or the physician on call. V5 stated the physician has the ability to electronically sign for narcotic refills through the pharmacy system and staff have access to V8's cell phone number but getting V8 to make those authorizations is hard. V5 stated that due to the difficulties they have obtaining electronic signatures for</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>medication refills on the weekend, they try to be proactive and make their refill requests a few days in advance.</p> <p>On 7/13/22 at 1:55 pm, V2 (Director of Nursing) stated there is no reason a resident should go without their pain medication. V2 stated staff should reach out to V8 or the on-call physician to obtain refills, as they can provide an electronic signature directly to the pharmacy to authorize any refill. V2 confirmed that V4 asked her to contact V8 the afternoon of 7/04/22, because V4 needed to access the Emergency Medication Box to administer R1 her Norco, which she did. V2 stated she was unaware that nursing staff had been attempting to reach V8 since 6/29/22 to authorize a refill of R1's pain medication, and nursing staff should have informed her of the issues they were experiencing.</p> <p>(B)</p>	S9999		