

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010037	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 07/20/2022
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NAME OF PROVIDER OR SUPPLIER WILLOWS HEALTH CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 4054 ALBRIGHT LANE ROCKFORD, IL 61103
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S 000	Initial Comments Annual Survey	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations I of II: 300.610 a) 300.1210 b) 300.1210 c) 300.1210 d) 2)3)4)A) 300.1210 d)5)</p> <p>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.</p> <p>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 resident to meet the total nursing and personal care needs of the resident. c) Each direct care-giving staff shall review and</p>	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>be knowledgeable about his or her residents' respective resident care plan.</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>4) Personal care shall be provided on a 24-hour, seven-day-a-week basis. This shall include, but not be limited to, the following:</p> <p>A) Each resident shall have proper daily personal attention, including skin, nails, hair, and oral hygiene, in addition to treatment ordered by the physician.</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 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>The REQUIREMENT was not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to assess and implement</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>treatment orders for a resident with pressure injuries for one of one resident (R25) reviewed for pressure injuries in the sample of 13. These failures resulted in R25's pressure injuries worsening.</p> <p>The findings include:</p> <p>R25's Braden Scale for Predicting Pressure Sore Risk dated 6/23/2022 shows R25 is at risk for pressure injury development.</p> <p>R25's Care Plan started 11/30/21 shows, "Impaired skin integrity related to pressure ulcer plantar aspect of left heel, unstageable. Wound care/dressing change as ordered. Monitor wound progress and document and measure weekly. Notify medical doctor if wound does not demonstrate signs of healing. Wound care nurse to follow."</p> <p>On 7/19/22 at 8:10 AM, V5 (Certified Nursing Assistant/CNA) removed R25's heel protective boot from R25's left heel. There was a large amount of dry drainage in R25's boot in the heel area. There was a washcloth noted inside of the boot in the heel area. R25 had a thick kerlix wrap wrapped around her left heel and foot. There was a large amount of orange/tan drainage noted to the outside of R25's dressing. There was no date on the dressing to verify when the dressing was last changed. V5 replaced R25's heel boot onto her left heel and wheeled her out to the dining room. At 9:30 AM, V5 and V6 (Licensed Practical Nurse/LPN) already had R25 in bed and the dressing to R25's left heel was freshly changed. V6 said she just changed the dressing to R25's left heel. V6 said the pressure injury to R25's left heel had a lot of purulent drainage. V6 said the dressing to R25's left heel is usually done on</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>night shift. V6 said she did not see a date on the original dressing on R25's left heel. V6 said R25's left heel is necrotic. V6 said the pressure injury is covering R25's entire heel. V6 said she cleansed R25's left heel with peri cleanser, applied (name brand topical treatment) to the wound bed, applied two thick ABD pads, and wrapped the left heel in gauze wrap. V6 said this was the same treatment that V6 originally removed from R25's heel. V6 said the facility has not had a wound care nurse since June 2022.</p> <p>On 7/20/22 08:38 AM, the same dressing was noted to R25's left heel with no drainage noted to the outside of the dressing. R25 still had the same heel protective boots on that had dried drainage in the heel area.</p> <p>R25's Treatment Record for 7/2022 shows R25's wound to left heel was only measured on 7/8/2022 from 7/1/2022-7/18/2022. Orders dated 4/13/2022 for left heel wound-cleanse area and pat dry. Apply skin prep to periwound. Apply (name brand topical treatment) to wound bed cover with calcium alginate. Apply non bordered foam and wrap with (gauze). Change every other day and as needed.</p> <p>R25's progress notes from the nurse practitioner dated 5/10/2022 shows R25's chief complaint was a pressure injury to her left heel, stage 3. "Patient initially with a blood-filled blister to her left heel that was intact and has developed a firm eschar. Wound with significant improvement with recent adjustments to her wound care. Pressure injury to plantar aspect of left heel, unstageable measuring 4.7 cm (centimeters) length X 3.7 cm width X 0.2 cm depth. There is some drainage noted. Will have staff cleanse area and pat dry, apply skin prep to periwound, apply (name brand</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>topical treatment) to wound bed and place calcium alginate to wound bed, cover with a non-bordered foam and wrap with (gauze)."</p> <p>R25's Skin Evaluation Form dated 6/20/2022 shows R25 has a full thickness pressure injury to her left heel that measures 6.0 cm X 5.0 CM with no depth. R25's Skin Evaluation Form dated 7/8/2022 shows R25's pressure injury to her left heel now measures 7.5 cm X 6.0 cm X 1.0 cm depth. There are no other measurements located in R25's medical record after 7/8/2022.</p> <p>On 7/20/22 at 8:05 AM, V4 (Registered Nurse/RN) said the wound nurse practitioner has not been in the facility since about 6/3/2022. V4 said the dressing is usually changed on night shift and the night shift nurses measure the wound. V4 said the pressure injury dressing should be changed any time it is soiled, saturated, or out of place. V4 said treatment to R25's left heel should be (name brand topical treatment) to the wound bed, calcium alginate, an un-bordered foam dressing, a thick ABD pad, and wrap it with (gauze). V4 said the purpose of the calcium alginate and foam dressing is to absorb more drainage.</p> <p>On 7/20/22 at 8:51 AM, V3 (Director of Nursing/DON) said nurse should follow the physician orders with dressing changes. V3 said if a CNA find a dressing to be saturated then the CNA should let the nurse know so she can remove the dressing, assess the wound, and place a new dressing on. At 10:18 AM, V3 said the purpose of the weekly skin assessments are to monitor the wounds and make sure they are healing and improving. If the wound is not healing and/or improving, then the doctor should be notified. V3 said if weekly skin assessments</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>aren't done or the incorrect treatment is in place, residents could have additional skin breakdown and it could be detrimental to the wound/resident and will possibly cause the wounds to get worse. V3 said skin assessment should be done weekly or more. V3 said the nurse are expected to notify the doctor and obtain different treatment orders if staff notice that there is a change in the wound.</p> <p>The facility's Skin Care Program reviewed 6/2018 shows, "It is the philosophy of [facility] that all residents shall receive care which improves the circulation of movement, promotes maintenance of skin integrity, and enhances healing of any existing ulcer/wound. To provide appropriate preventative care to maintain skin integrity. Contaminated material to open areas increase potential for infection. Daily cleansing of the skin reduces the risk of pressure injury development and improves circulation. Licensed nurses assess ulcer/wound, indicating in the medical record the venue of where the ulcer was formed, provided treatment as prescribed by the physician, and provide documentation of the progression or regression of the wound/ulcer on a regular basis (at least weekly). Implement changes as directed by the facility skin care nurse, nurse practitioner and physician. All pressure injuries will be measured weekly. Documentation is to include size, color, drainage, treatment and response. These areas will be monitored until the area is healed. The physician or nurse practitioner will be notified of formation of pressure injury/wound, treatment orders received, kept updated with changes in status."</p> <p>The facility's Documentation and Treatment of Wounds policy revised 9/19/2019 shows, "It is the policy of [facility] to document wound status weekly. Apply treatment to the wound as ordered</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>by the physician. Apply the dressing as prescribed by the physician and tape the dressing in place."</p> <p>"B"</p> <p>Statement of Licensure Violations II of II: 300.2100</p> <p>Section 300.2100 Food Handling Sanitation Every facility shall comply with the Department's rules entitled "Food Service Sanitation" (77 Ill. Adm. Code 750).</p> <p>The REQUIREMENT was not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to store clean dishes in a sanitary manner and failed to cover food to prevent contamination. This failure has the potential to affect all 57 residents residing in the facility.</p> <p>The findings include:</p> <p>The Resident Roster dated 7/17/2022, shows there are 57 residents in the facility.</p> <p>On 7/18/2022 at 8:59AM, a black substance was observed above the dishwashing area and clean dish storage in the kitchen. There was a large fan covered in dust and debris blowing on the clean dishing which were drying.</p> <p>On 7/19/2022 at 09:07 AM, V15 (Director of Dining Services) said there should not be a black substance on the ceiling above the clean, drying</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>dishes. V15 said the fan covered in debris and dust should not be blowing on the clean dishes. V15 said dishes were intended for resident use.</p> <p>On 7/18/2022 at 1:20PM, V17 (Maintenance Supervisor) said the maintenance department had not received any requests to remove/repair the black substance on the ceiling tiles in the kitchen above the clean dish storage.</p> <p>On 7/18/2022 at 1:35PM, V17 said there had been previous issues with mold in the same area of the kitchen in August of 2021 due to an inadequate ventilation system. V17 said on August 10, 2021 the ceiling tiles were clean and some were removed due to mold damage. V17 said there were no plans put in place to address the poor ventilation issue that was causing increased moisture levels in the kitchen by the dishwashing area and clean dish storage.</p> <p>On 7/18/2022 at 9:10AM, a cart was observed in the refrigerator with trays of undated and uncovered rice crispy treats.</p> <p>On 7/19/2022 at 9:25AM, multiple carts with trays of Jell-O, cookies, chicken were observed in the refrigerator which were uncovered and undated.</p> <p>On 7/19/2022 at 9:30AM, V16 (Chef) said foods stored in the refrigerator should be covered and dated.</p> <p>The facility's "Food and Supply Storage" policy revised on 1/22, states "All food, non-food items and supplies used in food preparation shall be stored in such a manner as to prevent contamination to maintain the safety and wholesomeness of the food for human consumption."</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>The facility's "Cleaning of Food and Nonfood Contact Surfaces" policy revised on 1/21, states ". . . Nonfood contact surfaces of equipment. . . shall be cleaned as often as is necessary to keep the equipment free of accumulation of dust, dirt, food particles, and other debris. . ."</p> <p>"C"</p>	S9999		