

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003594	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/17/2022
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NAME OF PROVIDER OR SUPPLIER ELEVATE CARE CHICAGO NORTH	STREET ADDRESS, CITY, STATE, ZIP CODE 2451 WEST TOUHY AVENUE CHICAGO, IL 60645
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S 000	Initial Comments COMPLAINT INVESTIGATION: 2282745\IL152883	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)3) 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	S9999	Attachment A Statement of Licensure Violations	

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE _____ TITLE _____ (X6) DATE _____

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S9999	<p>Continued From page 1</p> <p>care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care 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: 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>These regulations were not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to correctly assess pain for a resident and failed to administer pain medication before pressure ulcer wound dressing changes, for a resident (R1) who has pressure ulcers in ten locations on the body that are at multiple stage 3 and stage 4 pressure ulcers. This failure affected one resident (R1) of two residents reviewed for pain management.</p> <p>Findings include:</p> <p>On 11/7/22 at 11:39am, R1 was observed in bed with multiple pressure ulcer wound dressings. R1 did not respond to greetings and could not obey instructions. R1 was non-verbal. R1's MDS (Minimum Data Status) dated 11/1/22, section B shows that R1 is in a persistent vegetative state.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R1's MDS section C dated 11/1/22, does not show any score for BIMS (Basic Interview for Mental Status).</p> <p>On 11/7/22 at 1:55pm, V6 (RN/Registered Nurse) stated that R1's family complained about R1 not getting pain medication for pressure ulcers. V6 added that he (V6) usually asks the wound nurse for the time frame for wound dressing change for R1 so R1 can be given pain medication before the wound care.</p> <p>On 11/16/22 at 12:06pm, V14 (R1's family) stated "On October 15th, I went to see him (R1) at the nursing home and a female nurse was changing the dressing on him (R1). I asked when was the last time he (R1) got pain medicine, and the nurse looked in the computer and said it was on the 13th of October. That was how I knew that my brother was left in pain when they changed the dressings."</p> <p>On 11/17/22 at 11:47am, V13 (R1's Physician) was interviewed regarding R1's pain during dressing changes with ten different pressure ulcers on the body. V13 stated, R1 has over the counter pain medication (Tylenol) for mild to moderate pain and Oxycodone for severe pain, and that they should be careful not to give too much narcotic pain medication, but we want to make sure he's comfortable. V13 explained that it's not easy to assess pain with Anoxic Brain Injury, but there could be pain during dressing changes and turning and repositioning the patient, and the pain medication should be given about half hour before the dressing changes. The surveyor informed V13 that the records show that R1 did not get any type of pain medication for a several days. V13 responded "I did not know that they didn't give it (pain medication) for days, that's</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>not good. I will follow up on this."</p> <p>R1's Physician Order Sheets (POS), Medication Administration Records (MAR), Care Plan, and Face Sheet were reviewed and showed the following: R1's Face Sheet shows a diagnosis of Chronic Pain dated 9/20/22. R1's care plan dated 9/21/22 states that R1 has acute/chronic pain related to wounds; Intervention states "Administer Analgesia as per orders. Give half hour before treatments or care as needed. R1's care plan dated 9/21/22 with revision date 10/31/22 states that R1 has multiple pressure injuries as listed: Anterior neck, Left Achilles, left lateral Malleolus, Left Ear, Left Heel, Left Ischium, Left Lateral Foot, Left Trochanter, Right Ischium, and Sacrum. Intervention states in part "Administer medications as ordered."</p> <p>R1's POS dated 10/27/2022 shows an order for Oxycodone HCL tablet, 5mg (milligrams) with original start date 10/10/22; Give 1 tablet via G-Tube (Gastrostomy Tube) every 4 hours as needed for moderate for severe pain (pain scale 5-10). R1's POS dated 9/20/22 has orders for Acetaminophen 500 mg, give 1 tablet via G-Tube every 4 hours as needed for pain, do not exceed 4000mg per day.</p> <p>R1's MAR for 10/1/22 through 10/31/22 has no entries for the Pain Level and no Acetaminophen was given.</p> <p>R1's MAR for 10/1/22-10/31/22 and 11/1/22 to 11/30/22 show that R1 was scheduled to have pain level assessed/rated every 4 hours and receive Oxycodone 5mg via G-Tube according to</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>the pain level. However, R1 did not receive the scheduled pain-rating on 10/10/22, 10/12/22, 10/14/22 through 10/18/22; 11/5/22 and 11/6/22, and no pain medication was given on those dates.</p> <p>On 11/7/22 at 2:00pm, V5 (Wound Care Nurse) was interviewed regarding pain medication for R1 for the multiple pressure ulcers. V5 stated, "I try to notify the nurse to give pain medication 30 minutes prior to changing the dressings."</p> <p>On 11/9/22 at 11:18am, V2 (Director of Nursing) was interviewed. V2 stated, "Because the patient is non-verbal, we must anticipate the pain; he has so many stage 3 and stage 4 pressure wounds. The pain medication should be scheduled round the clock for comfort. We will let the doctor know." V2 was asked to describe the kind of pain someone with multiple stage 3 and stage 4 pressure ulcers could possibly experience during a dressing change. V2 stated "Stage 4 pressure ulcer could go up to the tissues and muscles and bones and could be very painful."</p> <p>On 11/9/22 at 11:53am, V12 (Wound Care Coordinator-RN/Registered Nurse) was interviewed regarding R1's pain medication before wound treatment. V12 stated, "We try to medicate him (R1) 30 minutes before wound dressing change. (R1) was admitted with all the wounds; none of them was acquired at the facility."</p> <p>On 11/9/22, V11(Nurse Manager) presented R1's Admission Pain Assessment dated 9/20/22 to the surveyor. This Pain Evaluation shows in #1 "Met" that R1 "Obeys commands, denies weakness, tremors, numbness or tingling". This inaccurate assessment was brought to the attention of V11.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>V11 stated, "Oh no, the patient does not obey command and is not verbal, that is wrong. It was an agency nurse that did the pain assessment." Also, #2, #3 and #4 of the assessment were left blank and not assessed. The surveyor asked V11 how a nurse would be able to manage pain for a resident with ten pressure ulcers, who is non-verbal, and the agency nurse that did the pain assessment wrongly assessed the pain. V11 nodded and did not respond to this question.</p> <p>On 11/9/22 at 11:36am, V2 (Director of Nursing) presented the facility's policy on pain management. The policy dated 11/28/12 with revision date 7/6/2018 states: To establish a program which can effectively manage pain in order to remove adverse physiologic and physiological effects of unrelieved pain and to develop an optimal pain management plan to enhance healing and promote physiological and psychological wellness. Pain Management Program includes Assessment of non-verbal residents for signs and symptoms of pain. #12 states: Pain Control will be assessed during routine medication passes. The facility did not follow these guidelines. (B)</p>	S9999		