| AND PLA                        | NOF CORRECTION  | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:  |                              | E CONSTRUCTION   |                             | E SURVE<br>PLETED  |
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|                                |   | IL6011993  | B. WING                      |  |                             | C<br>15/202        |
| NAME OF                        | PROVIDER OR SUPPLIER  | STREET   | DDRESS, CITY, S              | STATE, ZIP CODE  |                             | 13/202             |
| BELLA                          | TERRA BLOOMINGDA  | BLOOM  | JTH BLOOMIN<br>INGDALE, IL ( | GDALE ROAD<br>60108  |                             |                    |
| (X4) ID<br>PREFIX<br>TAG       | (EACH DEFICIENCY  | EMENT OF DEFICIENCIES<br>MUST BE PRECEDED BY FULL<br>C IDENTIFYING INFORMATION)  | ID<br>PREFIX<br>TAG          | PROVIDER'S PLAN OF C<br>(EACH CORRECTIVE ACTIC<br>CROSS-REFERENCED TO TH<br>DEFICIENCY | N SHOULD BE<br>EAPPROPRIATE | (X:<br>COMP<br>DAT |
| s 000                          | Initial Comments  | 2  | S 000                        |  |                             |                    |
| 85                             | Complaint Investigat<br>2375548/IL161711  | ion  |                              |  |                             |                    |
| S9999                          | Final Observations  |  | S9999                        |  |                             |                    |
| = 1                            | Statement of License  | re Violations  |                              |  |                             |                    |
|                                | 300.610a)<br>300.1010h)<br>300.1210b)<br>300.1210d)2)   |  |                              |  |                             |                    |
|                                | 300.1210d)3)  |  | ē                            |  | ļ                           |                    |
|                                | Section 300.610 Resi  | dent Care Policies   |                              |  |                             |                    |
|                                | procedures governing  | ve written policies and<br>all services provided by the<br>licies and procedures shall   |                              |  | <i>s</i> ;                  |                    |
| l a<br>l n<br>l c<br>l p<br>tt | Committee consisting administrator, the advection advisory complete in nursing and other solicies shall comply with a written policies shall be facility and shall be | of at least the sory physician or the mittee, and representatives ervices in the facility. The vith the Act and this Part, all be followed in operating ereviewed at least annually umented by written, signed |                              |  |                             |                    |
| s                              | ection 300.1010 Med   | ical Care Policies   |                              |  |                             |                    |
| of<br>re                       | t any accident, injury,<br>esident's condition tha<br>afety or welfare of a re  | fy the resident's physician or significant change in a t threatens the health, esident, including, but not a of incipient or manifest  | v                            | Attachment A<br>Statement of Licensure Vic   | plations .                  |                    |

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: IL6011993 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION ID (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) Continued From page 1 S9999 S9999 decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification. 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. 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: 2) All treatments and procedures shall be administered as ordered by the physician. 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. These Requirements Were Not Met as evidenced by: Based on interview and record review, the facility

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Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** A. BUILDING: \_ COMPLETED IL6011993 B. WING 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL **PREFIX PREFIX** (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE **DEFICIENCY**) S9999 Continued From page 2 S9999 failed to thoroughly assess and consistently monitor pain for a resident (R1) who was cognitively impaired and had verbalized had a recent fall incident. The facility also failed to follow physician order for pain medication administration and failed to notify the physician of severe pain. This failure resulted in R1 waiting more than 24 hours experiencing pain and a delay in treatment for the right hip fracture. This applies to 1 of 3 residents (R1) reviewed for injuries of unknown origin. The findings include: The EHR (Electronic Health Record) shows R1 was admitted to the facility on 04/15/2023 at 2:20 P.M. R1 came from another facility. R1's diagnoses include NPH (Normal Pressure Hydrocephalus), with s/p (status post insertion of VP shunt (Ventricular-Peritoneal), UTI (urinary tract infection), diabetes mellitus type 2, adjustment disorder, anxiety, syncope, collapse, and ataxia. The EHR also showed that R1 was sent to the hospital on 4/16/2023 at 2:52 P.M. for further evaluation and treatment due to pain to hips and knees. R1 was admitted to the hospital with right hip fracture. The facility's incident report dated 4/16/2023 shows that on 4/15/2023, upon admission, R1 was alert and oriented with bouts of confusion and forgetfulness. The report showed that V11(R1's spouse) informed V3 (Licensed Practical Nurse) that R1 fell 2 days ago at previous nursing facility. V11 stated that V3 was told that the previous facility was unaware of the fall. The report also shows that R1 had complained of pain to the left rib cage area. A

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: C IL6011993 **B. WING** 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG CROSS-REFERENCED TO THE APPROPRIATE DATE DEFICIENCY) S9999 Continued From page 3 S9999 portable X-ray to the left rib cage was done at the facility on 4/15/2023 with result of negative for fracture. The incident report also showed that on 04/16/2023, R1 was sent to the hospital due to pain to his hips and knees and was admitted with right hip fracture. The left rib cage X-ray report showed it was done on 4/16/2023 at 12:00 MN and the report was reported to the facility on 6:48 A.M. R1 continued to verbalize pain, yet the EHR shows that there was no assessment to determine cause of continued pain. The progress notes for the night shift show no entries documenting R1's condition and assessment of pain. R1's progress notes document: -4/15/2023 documented at 4:42 P.M. by V3 shows that "R1 admitted to facility. Upon assessment resident reported to his family (V11) that he fell at (previous nursing facility) but did not report it to the staff. R1 reported right rib pain. Family would like X-ray. Writer called (Attending Physician) requesting an order for an Xray. Waiting for orders." -4/15/2023 documented at 8:23 P.M. by V4 (Licensed Practical Nurse/LPN) shows that "(R1) admitted ..., alert and oriented x 1-2 with bouts of confusion and forgetfulness. Resident told the spouse at bedside who reported to this nurse that he fell at (previous nursing facility) 2 days ago and did not tell the staff and now is c/o left rib pain. This writer assessed resident, upon touching the left rib cage, resident grimaced of

pain. (Attending Physician) was paged, received call back ...with an order for X-Ray of left rib

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: IL6011993 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE **PREFIX** (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE **PREFIX** TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG DATE DEFICIENCY) \$9999 Continued From page 4 S9999 cage." -4/16/2023 documented at 11:51 A.M. by V5 (Registered Nurse/RN) shows that "Results: Left Ribs, Unilateral 2 Views; Relayed Results to (Attending Physician); Follow up: R hip X-ray due to complaints of pain." -4/16/2023 documented at 1:31 P.M. by V5 shows that: "(R1) alert responsive, forgetful, and confused. (R1) is not on any form of distress, complains of pain to Left leg. (R1) is inconsistent with pain site. At times he points to hip area, and sometimes to above the knee. No redness, no swelling, no bruising noted. Per wife, resident fell about 3,4 days ago at (previous facility) X-Ray relayed to MD with no findings and (V11) was updated. New orders for X-ray of R hip and R leg due to pain. (V11) refuses to wait for X-ray to be done at the facility as explained by this writer. (V11) insists that she wants (R1) resident to be sent out to the ER for X-ray .... (Attending Physician) is made aware that (R1) is being transferred to ER (Emergency Room) at (hospital) per (V11's) request ... ..." -4/16/2023 documented at 2:12 P.M. by V5 that: "(R1) is being sent out to (hospital) per family request. (V11) at bedside and refusing to wait for X-ray be done at the facility. (V11) expressed that she does not trust portable X-ray results and wants (R1) to go out to ER. (R1) continues to be inconsistent with pain site, at times points to R hip, then R knee, and then at times he starts pointing at opposite extremity." -4/16/2023 documented at 2:51 P.M., by V5 shows: "(R1) left the facility via stretcher at 2:52 P.M. Wife left with resident,"

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION (X3) DATE SURVEY IDENTIFICATION NUMBER: A. BUILDING: COMPLETED C IL6011993 B. WING 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES ID PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL (X5) COMPLETE PRÉFIX PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG DATE DEFICIENCY) Continued From page 5 S9999 S9999 -4/16/2023 documented at 8:43 P.M. by V4 shows that "This writer called (hospital) ER for an update. Report received that (R1) is admitted with closed right hip fracture." The facility Admission Evaluation notes dated 4/15/2023 shows that R1 had verbalized pain at a numeric scale rate of 6/10, which indicated a moderate pain (numerate rating scale as 0/10 for no pain; 1-3/10 for mild pain; 4-6/10 for moderate pain; 7-9/10 for severe pain and 10/10 as excruciating pain). However, the same pain evaluation shows that R1 had verbalized that he was on "severe pain." The pain was also described as "on and off pain." The Physician Order Sheet (POS) for the month of April 2023 shows a physician order dated 4/15/2023 for "Tylenol 325 mg. 2 tabs every 6 hours as needed for mild pain: Seroquel 1 tablet every 24 hours as needed for agitation for 14 days, monitor pain every shift." The EMAR (Electronic Medical Administration Record) for the month of April 2023 shows that on the evening shift of 4/15/2023 (time unspecified), R1 had a pain of 4/10. The EMAR shows that Tylenol was not administered as ordered. Furthermore, when the Admission Evaluation was done dated 4/15/2023, R1 verbalized that he has a "severe pain." There was no documentation that shows a physician was notified for R1's severe pain, The EHR that included the progress notes, assessments, and EMAR for month of April 2023 shows that R1 was not consistently monitored for pain to determine its cause and location. The EMAR shows there was only one documented entry that R1's pain complaint with mild pain on

| <u>, I</u>     | llinois                  | Department of Public   | Health   |   |   | FOR       | M APPROVED               |  |  |
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| ] N            | AME OF                   | PROVIDER OR SUPPLIER   | STREET AL  | INDRESS CITY S                          | STATE, ZIP CODE   | 07        | /15/2023                 |  |  |
| l <sub>B</sub> | FIIA'                    | TERRA BLOOMINGDA   |  |   | IGDALE ROAD   |           |                          |  |  |
| _              |                          |  | BLOOMIN  | NGDALE, IL                              | 80108   |           |                          |  |  |
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|                | S9999                    | Continued From page  | ge 6   | S9999                                   |   |           | 9                        |  |  |
|                |                          | 4/15/2023.   | -  | 00000                                   |   |           |                          |  |  |
|                |                          | On 7/13/2023 at inte<br>A.M. through 2:40 P<br>were interviewed:<br>V3 (Admitting nurse<br>7/13/2023 at 11:39A<br>assess R1 upon adn<br>had verbalized gene<br>pointing to the left rit<br>listened of what R1,<br>failed to conduct a he<br>R1.<br>On 7/13/2023 at 2:40<br>R1 for 3-11 P.M. shif<br>did not do head-to-to<br>determine possible s | ermittent times from 11:39 .M., staff that took care of R1 for R1) was interviewed on M said that she just did not mission. V3 added that R1 ralized pain but mostly o cage area. V3 said she just and spouse told her and ead-to-toe assessment on  O P.M., V4 (LPN/took care of t of 4/11/2023) said that she e assessment on R1 to ite of pain. V4 said that R1 |   |   |           |                          |  |  |
|                |                          | On 7/13/2023 at 2:13 Nurse) said that V11 in pain from the time time when she visited 4/16/2023. V5 also sathat V11 would wait for R1 be sent to the fevaluation and determination.  On 7/13/2023 at 2:33 Nurse Aide) said that and complained of bone was on duty. V8 said  | pid that there was no way or portable x-ray and insisted thospital for immediate nine what was causing R1's P.M., V8 (CNA/Certified R1 was in constant pain dy pain throughout the time aid he had informed the  |   |   |           |                          |  |  |
|                | F                        | assigned nurse (V10/L<br>Review of the EMR do<br>assessment or evaluat<br>hift. This was verified  | -PN). cumented no pain tion for R1 during the night  |   |   |           |                          |  |  |

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| ŀ | IL6011993                |  |   | B. WING       |   |           | C<br>07/15/2023          |   |  |
| l | NAME OF                  | PROVIDER OR SUPPLIER   | STREET AL   | DDRESS, CITY  | /, STATE, ZIP CODE  |           | 713/2023                 | - |  |
| l | BELLA                    | TERRA BLOOMINGDA   |   |               | IINGDALE ROAD   |           |                          |   |  |
| ŀ |                          |  | BLOOMII   | NGDALE, IL    | 60108   |           |                          |   |  |
|   | (X4) ID<br>PREFIX<br>TAG | (EACH DEFICIENCY   | TEMENT OF DEFICIENCIES MUST BE PRECEDED BY FULL SC IDENTIFYING INFORMATION)   | PREFIX<br>TAG | PROVIDER'S PLAN OF COI<br>(EACH CORRECTIVE ACTION<br>CROSS-REFERENCED TO THE<br>DEFICIENCY) | SHOULD BF | (X5)<br>COMPLETE<br>DATE |   |  |
|   | S9999                    | Continued From page  | ge 7  | S9999         |   |           |                          | 7 |  |
|   |                          | during the time R1 v stated that thorough upon admission and days/every shift post that pain assessmer and as needed to de was effective. V2 ha assessed with pain the pain level was 4/10 (medicated with Tyler that after R1 was as indicated when it was up with pain assessment the Admission E 415/2023 showed the pain." V2 said there we physician for a strong | ehensive assessment done was at the facility. V2 also assessment should be done for three consecutive t-admission. V2 explained at should be done every shift etermine pain management d also verified that R1 was the evening of 4/15/2023, and mild pain) and was not not as ordered. V2 also said sessed with 4/10, time not s done, there was no follow ment after that. V2 also said valuation assessment dated at R1 had verbalized "severe was no follow up with ger pain medication since rider for pain, which was the |               |   |           |                          |   |  |
|   |                          | complaining of pain a behavior such as clin holding bars upon R1 V11 also stated that i sending R1 to the holding bars upon R2 v11 also stated that i sending R1 to the holding pair arrives at the facility. Surgery because of the and was done the saithe hospital."  The facility's policy for 7/27/2022, shows the facility complies with 1 of admission and read | spital, R1 would have to wait ain. V11 added that R1 had nough since the day he V11 added that R1 had hip he fracture to the right hip me day he was admitted to  |               |   |           |                          |   |  |

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Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION (X3) DATE SURVEY IDENTIFICATION NUMBER: A. BUILDING: \_ COMPLETED IL6011993 B. WING 07/15/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 165 SOUTH BLOOMINGDALE ROAD **BELLA TERRA BLOOMINGDALE BLOOMINGDALE, IL 60108** SUMMARY STATEMENT OF DEFICIENCIES (X4) ID PROVIDER'S PLAN OF CORRECTION PRÉFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) COMPLETE CROSS-REFERENCED TO THE APPROPRIATE TAG DEFICIENCY) S9999 Continued From page 8 S9999 The facility's pain policy dated 7/28/2023 shows "It is the policy of the facility that all residents as assessed for pain in every situation where there is potential for pain. For pain complaints and for situations/incidents that might result to pain (fall incident, altercation, cuts, bruises, wound care etc.), the nursing staff may document it in any part of the resident's medical records that includes Nurses Notes, Incident Report, and Medication Administration Record ... " The policy also shows that the nurse should assess the resident for pain, and when pain was identified, to call physician for pain order, administer medication and reassess for effectiveness and call physician for lack for relief. On 7/13/2023 at 12:31 P.M., V7 (Nurse Practitioner for V12, R1's Attending Physician) said that as a "clinician, the acceptable standard of practice was to assess the resident comprehensively and thoroughly upon admission and when there was identified pain. If a resident was confused, then the more, we must do thorough assessment from head-to-toe including touching/palpate parts of the body to identify any injury, such as fracture. A resident that is confused and had verbalized pain might be displacing pain so a head-to-toe thorough assessment is a must. When palpated, the confused resident will show grimaces, might even jump from pain. Also, must check for any limitation with range of motion to see misalignment of limbs such as rotation or shortening. The pain assessment should be continued to be monitored, as this is an indication that something was going on. It was also expected that facility should have called when the pain was described as severe when Tylenol was only ordered for mild pain, then a stronger pain medication, maybe Tramadol could have been

| STATEME                  | Department of Public  NT OF DEFICIENCIES  |   |                     |   |           | M APPROVE                |
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| NAME OF                  | PROVIDER OR SUPPLIER  | STREET A  | DDRESS, CITY, S     | STATE, ZIP CODE   |           | 10/2023                  |
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|                          | relayed to us, if the a<br>thoroughly, the nurs<br>fracture/injury/abnor<br>have been sent to the | der what the nurse had assessment was done e would have seen sign of mality and the resident would be hospital sooner for further ment, such as imaging or as appropriate." | ¥                   | 520   |           |                          |
|                          |   |   |                     |   |           |                          |
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| e Departm                | ent of Public Health  |   |                     |   |           |                          |