

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005193	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/04/2023
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NAME OF PROVIDER OR SUPPLIER ALDEN LAKELAND REHAB & HCC	STREET ADDRESS, CITY, STATE, ZIP CODE 820 WEST LAWRENCE CHICAGO, IL 60640
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S 000	Initial Comments Complaint Investigation: 2380091/IL154973	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1010h) 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 300.1010 Medical Care Policies h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days.	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>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.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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.</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>These requirements are not met as evidenced by:</p> <p>Based on interview and record review the facility failed to follow doctor's orders and failed to follow the facility's Hypoglycemic Policy for one resident (R2) in a sample of 3. This failure affected one resident (R2) and resulted in R2 being sent to the local hospital with diagnosis of Hypoglycemia with a blood sugar of 29.</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>Findings include:</p> <p>R2 was reviewed as a closed record. R2 expired on 1/11/2023.</p> <p>R2's face sheet dated 9/30/22 documents, in part: R2 was admitted on 9/30/2022. R2 is a 46-year-old man with a diagnosis of but not limited to: End Stage Renal Disease, Hypertensive Heart and Chronic Kidney Disease with Heart Failure and Stage 5 Chronic Kidney Disease, Type 2 Diabetes Mellitus with Severe Nonproliferative Diabetic Retinopathy without Macular Edema, Type 2 Diabetes Mellitus with Diabetic Chronic Kidney Disease.</p> <p>R2's BIMS (Brief Interview of Mental Status) dated 11/22/2022 documents score of 15 (cognitively intact).</p> <p>Local Fire Department Patient Care Report dated 12/30/2022 documents in part: Unit Notified by 12/30/2023, Dispatch: 05:14:00 (5:14am) Scene: Complaint Reported: Person (R2) Unconscious Breathing. Vital Signs: 05:25am (5:25am) heart rate 84, blood pressure 205/100, blood glucose of 29, respiration of 20 with no eye movement when assessed, no verbal/vocal response and no motor response. Patient Care Report Narrative documents, Upon arrival patient lying supine in the hospital bed at the nursing home with staff and the scene. Upon exam patient is unresponsive in a very diaphoretic, staff states that the patient is a known diabetic and has a blood sugar of 29 (obtained by EMS). ALS (Advance Life Support) care established patient given D10 (Dextrose) IV (Intravenously). And become alert and oriented X 3. Local Hospital notified on telemetry, patient. Transported</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>through the emergency room. R2's Local Fire Department Patient Care Report documents that R2 was transferred to local hospital at 5:51am on 12/30/2022.</p> <p>R2's Local Hospital Report dated 12/30/2022 states, in part, R2 brought in by Local Fire Department from facility with a complaint of hypoglycemia 29 mg/dl and unresponsiveness. Patient able to answer questions upon arriving ED (Emergency Department).</p> <p>Progress note dated 12/30/2022 at 10:15am by V25 (LPN) states Local Hospital ER, provided information that R2 is admitted for abnormal blood glucose and ESRD (End Stage Renal Disease).</p> <p>Local Hospital's History and Physical Reports dated 12/30/2022 at 12:30pm documents under Assessment/Plan R2 was admitted to local hospital because of insulin induced hypoglycemia and R2 was transferred from the facility after his random blood glucose level was 29 mg/dl and unresponsiveness after he received insulin this morning.</p> <p>Progress note dated 12/30/2022 at 6:42am states that writer (V26) observed resident diaphoretic hypertensive, around 5:30am. Resident was responding to stimuli, but was not verbalizing. Hypoglycemic at the time. 911 called. Paramedics came quickly to facility.</p> <p>On 2/01/2023 at 7:46am V26 (LPN) stated, "Between 4:30am and 5:00am on 12/30/2022 (V26) entered R2's room to give R2 his scheduled 6:00am morning meds. R2 was unresponsive to me calling his name, but he responded to painful stimuli". V26 stated, "I</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>checked his blood glucose and his blood pressure right away and R2's blood pressure was extremely high (200/100) and his blood glucose extremely low". V26 stated, "I (V26) did not recall what the blood glucose level was but that the blood glucose was under 50". V26 stated, I (V26) do not remember what his actual numbers (referring to blood glucose and blood pressure) were". V26 stated, "There was no order for glucagon and there was no glucagon in the medication cart on the second floor". V26 stated, "One of the CNA's (Certified Nursing Assistant) had to run to the third floor to get the glucagon from the nurse, who had to get it from the drug dispensing cabinet". V26 stated, I (V26) do not know who the CNA was that went to get the glucagon". V26 stated, I (V26) only checked R2's blood glucose once and that is when I (V26) determined he was hypoglycemic". V26 stated, "I called 911, from my cell phone and had one of the CNA's (Certified Nursing Assistant) to get V1 (Administrator) who was on the fourth floor to assist her". V26 stated, "EMT got their quickly, in about 10 minutes and started an IV and gave R2 glucagon, I believe. Once EMT got there I was at the door out of the way observing". V26 further stated, V1 called the doctor and R2's family. V26 stated that she did not administer R2's scheduled 6:00am medicine. Surveyor asked V26 where should R2's vital signs and blood sugar be documented. V26 stated, "The vitals and the blood glucose level would have been documented in PCC (Electronic Medical Record) in the vitals section and in the progress notes".</p> <p>On 2/01/2023 at 5:02pm V1 (Administrator) stated, "V26 had administered glucagon and called 911 due to R2's low blood sugar". V1 also stated, "I think V26 notified the doctor and the family". V1 stated that she expects the nurse, in</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>case of an emergency, to call 911 first than notify the doctor. Surveyor asked the expectation of the nurse if a resident's blood glucose drops below normal. V1 stated, "It depends on the blood glucose level. V26 made the decision to administer glucagon due to the blood glucose being low. Surveyor asked, in this situation, did you expect the nurse to obtain vital signs and blood glucose, and would you expect the nurse to document the residents' vital signs and blood sugar results? V1 stated, "I expect the nurse to document everything that is done for the patient. If the blood sugar is low, I would expect them to administer glucagon. Vitals should be documented in the vitals section, in progress note or the assessment". V1 stated, "For diabetes management it would include the nurse checking the blood glucose, and that the blood glucose should be checked before administering insulin". Surveyor asked V1 if there was an order for glucagon. V1 said, "I do not see an order for glucagon." Surveyor asked if vitals were in PCC (electronic medical record). V1 said, "Not that I can identify in the computer". V1 further stated, "Diabetic residents do get evening snacks, but I don't know if R2 had one on 12/30/2023".</p> <p>On 2/02/2023 at 4:45pm V1 confirmed that V26 was the nurse on the second floor and that V28 (CNA) and V29 (CNA) were the CNA's on 12/30/2023 that worked on the second floor.</p> <p>On 2/03/2023 at 7:27am V28 (CNA) stated, "It was early in the morning about 4:30am or 5:00am." V28 stated, "When I (V28) saw him he (R2) was real sweaty and he was not moving". V28 stated that V26 was calling his (R2) name and touching him. She (V26) was taking his vitals and checking his blood glucose. V28 stated, "V26 called 911 and there was something that</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>she needed that she could not find". V28 stated, "V26 had me go to the third floor to get a dose of glucagon from the nurse". V28 stated, the nurse gave me (V28) the glucagon. I (V28) went back to the second floor and gave her (V26) the glucagon. I (V28) don't know who (referring to the nurse or the paramedics) gave it (glucagon) to R2. V28 stated, V29 (CNA) went downstairs to open the door for the paramedics.</p> <p>On 2/03/2023 at 7:48am surveyor called and left a message for V29 (CNA) to return my call.</p> <p>On 2/03/2023 at 8:15am V26 stated, "No, I did not give him (R2) glucagon before the paramedics got there. The CNA had to run upstairs to get the glucagon from the nurse on the third floor". V26 stated, R2 did not have a roommate.</p> <p>On 2/03/2023 at 8:29am V30 (Physician) stated, "It is expected that the nurse follows the hypoglycemic protocol which is to give an amp of glucagon or start an IV of dextrose. Blood sugars should be rechecked 30 minutes later and notify the doctor". V30 said, "Yes, the blood glucose level should be checked 3 times a day with meals and at bedtime for someone on insulin". V30 stated, "If insulin is given and the blood glucose is not checked the blood glucose could drop below normal causing the person to become hypoglycemic". Surveyor asked what the blood glucose level was the morning of 12/30/2022. V30 said, "There was a blood sugar 12/29/2022 at 10:29pm and it (referring to blood sugar) was 207 and nothing recorded for 12/30/2022. The progress notes for 12/30/2022 does not indicate many characteristics of the patient (R2), no vital signs and no blood sugar".</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>On 2/03/2023 at 11:03am surveyor called and left a message for V29 (CNA) to return my call. As of 2/4/2023 at 5:30pm V29 had not returned surveyor's call.</p> <p>On 2/03/2023 at 3:29pm Surveyor confirmed with V1 there was no blood glucose level documented for 12/30/2022 for R2 and the progress note dated 12/30/2022 at 6:42am by V26 does not include any vitals or blood glucose levels. The last blood glucose level documented by V26 for R2 was on 12/29/2022 and R2's blood glucose level was 207 at 10:28pm.</p> <p>On 2/03/2023 at 4:08pm V2 (DON) stated for a Hypoglycemic episode the nurse should act right away, call the doctor, and follow the order of the doctor. Make sure they follow the orders for the prescribed insulin about checking the blood glucose levels and if it is not within the parameters than they would have to call the physician. V2 said, "All results of vitals and blood sugars should be documented in the weights and vitals tab and characteristics and other pertinent information should be documented in the progress note. Vitals and blood glucose levels should be in one of those places' vitals or progress note. If it was not written anywhere than I would not assume that it was done."</p> <p>On 2/07/2023 at 6:00pm V34 (CFD Paramedic) stated, the narrative that was written is correct. We (Paramedics) were told R2 had a decreased level of glucose. I (V34) checked R2's glucose and it was 29. The facility did not make us aware of R2's blood sugar. We (paramedics) did not give glucagon. We checked R2's blood sugar and it was 29, we took a set of vitals, and we started an IV and gave R2 D10. We rechecked the blood sugar and got another set of vitals. V34 stated,</p>	S9999		
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there was problems with how the nursing staff was answering our questions. The facility (nurse) did not give us any blood sugar level or vitals for R2. V26 told us she (V26) did not give glucagon to R2. If we were unable to give D10 via IV, we would have given glucagon IM. I do not recall the nurse saying what happened to R2. R2 was unresponsive when we got there and did not respond to painful stimuli when the IV was inserted.

Surveyor reviewed R2's progress notes dated 12/30/2022 and there was no documentation from the physician (facility unable to provide name of physician) on call regarding R2's change of condition.

Progress note dated 12/30/2023 by V26 does not include any documentation of vital signs, blood glucose level. Nursing assessment of R2 was limited when R2 had a change in condition. The last blood glucose level documented by V26 for R2 was on 12/29/2022 which showed R2's blood glucose level was 207 at 10:28pm.

Resident Council Meeting minutes dated 12/28/2022 concern documented Nursing: don't take blood glucose from residents before giving medication or food.

Policy titled Hypoglycemia Management dated 9/2020 states, in part, caring for a resident with low blood sugar, when an abnormally low finger stick for glucose is obtained with or without symptoms the test should be repeated and if resident cannot drink, confused, unconscious, unable to follow directions, resists help, extreme lethargy or coma or has a seizure: a. give glucagon IM or SQ (available in Emergency C box) or Cubex, b. call 911 (if applicable), if

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S9999	<p>Continued From page 9</p> <p>resident is not responding to glucagon and c. document results.</p> <p>Policy title Diabetes Management dated 9/20 states, in part, restore carbohydrate utilization, correct electrolyte imbalance and prevent and recognize, treat or prevent complications commonly associated with diabetes.</p> <p>Job description title Staff Nurse (Registered Nurse and License Practical Nurse) dated 1/2015 states, in part, Responsible to provide direct nursing care to the customer and the objective is to ensure the highest degree of quality care is maintained at all times. It also states, in part, assume all Nursing procedures and protocols are followed in accordance with established policies, Chart nurses' notes in an informative and descriptive manner that reflects the care provided to the customer, as well as the customer's response to the care, complete required assessments upon the customer's transfer and take and record TPR's, blood pressures, accuchecks, etc., as necessary.</p> <p>(A)</p>	S9999		