

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6014641	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 04/26/2023
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NAME OF PROVIDER OR SUPPLIER SYMPHONY MIDWAY	STREET ADDRESS, CITY, STATE, ZIP CODE 4437 SOUTH CICERO CHICAGO, IL 60632
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S 000	Initial Comments Annual Licensure and Certification Survey	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)1)2) 300.1220b)3) 300.1630d) 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. 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	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X8) DATE

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S9999	<p>Continued From page 1</p> <p>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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>2) All treatments and procedures shall be administered as ordered by the physician.</p> <p>Section 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and modified in keeping with the care needed as indicated by the resident's condition.</p> <p>Section 300.1630 Administration of Medication</p> <p>d) If, for any reason, a licensed prescriber's medication order cannot be followed, the licensed prescriber shall be notified as soon as is reasonable, depending upon the situation, and a notation made in the resident's record.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>These requirements were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to follow physician orders, failed to timely renew a controlled substance prescription, and failed to administer (available) pain medication to one resident (R69) of 81 residents in the sample. These failures resulted in R69 sustaining pain rated 10/10 for several weeks.</p> <p>Findings include:</p> <p>R69's diagnoses include malignant neoplasm of colon and chronic pain.</p> <p>R69's Physician Orders include (1/31/23) Tramadol 50mg (milligrams) every 6 hours as needed for moderate to severe pain, and (7/29/22) Acetaminophen 650mg for general discomfort. (5/31/22) Pain assessment every shift.</p> <p>On 4/25/23 at approximately 10:35am, V69 alleged (during resident council meeting) that her (prescribed) Tramadol was unavailable at the facility.</p> <p>On 4/25/23 at 12:04pm, surveyor inquired about R69's Tramadol availability. V22 (Licensed Practical Nurse) stated, "The Nurse Practitioner came yesterday and wrote a prescription that was faxed to pharmacy. We're waiting for them (pharmacy) to send it because we don't have it." Surveyor inquired if the facility had and emergency medication box. V22 responded,</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>"Yes, it's on the 1st floor." Surveyor inquired if Tramadol is in the emergency box. V22 replied, "I'm not for sure."</p> <p>On 4/25/23 at 12:04pm, surveyor inquired about R69's current pain level. R69 stated, "It's a 10." Surveyor inquired if V22 (currently assigned to R69) inquired about R69's pain level today. R69 responded, "No." Surveyor inquired when Tramadol was last available. V69 replied, "It was about 2 weeks ago. She's (Nurse) been giving me Tylenol extra strength and that ain't doing a flippin thing. The other day my right knee was hurting so bad I was contemplating surgery." Surveyor advised that most of R69's (April 2023) pain assessments were documented as "0". R69 replied, "They didn't even ask me on the days they wrote those numbers cause it's always a 10. My back and my knees have chronic arthritis."</p> <p>R69's (April 2023) Medication Administration Record affirms Tramadol was last administered on 4/6/23 (roughly 3 weeks ago)." On (4/22/23) R69's pain was rated "10" however Acetaminophen 650mg (prescribed for general discomfort) was administered.</p> <p>On 4/25/23 at 12:20 pm, surveyor inquired if Tramadol was available in the emergency medication box. V2 (Director of Nursing) referred to the list (hanging from the emergency medication box) and stated, "Yes." V2 showed surveyor the medication list and affirmed that Tramadol 50mg (10 pills) are available.</p> <p>On 4/26/23 at 1:37pm, surveyor inquired about potential harm to a resident experiencing pain who does not receive Tramadol as prescribed. V40 (Medical Director) stated, "It depends on what type of pain that the patient may have. They</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>should take Tramadol on time. The attending physician needs to do the refill on time. Our protocol is we're (Physicians) in the nursing home every week, the staff need to let us (Physicians) know at least 3-4 days ahead of time."</p> <p>The pain management policy (reviewed 3/22) states pain management is defined as the process of alleviating the resident's pain to a level that is acceptable to the resident and is based on his or her clinical condition and established treatment goals. Pain management includes the following: observing for the potential for pain and implementing approaches to pain management. Observe, verify and confirm the resident's pain and consequences of pain at least every shift for acute pain or significant changes in levels of chronic pain and at least daily in stable chronic pain. (B)</p>	S9999		