

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6014633</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>05/19/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>INVERNESS HEALTH &amp; REHAB</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1800 COLONIAL PARKWAY INVERNESS, IL 60067</b>
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S 000	Initial Comments  Investigation of Facility Reported Incident of April 24, 2023/IL159583	S 000		
S9999	Final Observations  Statement of Licensure Violations: 300.610a) 300.1210b)3)4) 300.3240a)  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.	S9999		
	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. 3) All nursing personnel shall assist and encourage residents so that a resident who is		<b>Attachment A Statement of Licensure Violations</b>	

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>incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene.</p> <p>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review the facility neglected to ensure that one resident (R1) of 4 residents reviewed for neglect and abuse, was cleaned thoroughly and free from being intimidated by a member of their staff. This failure resulted in R1 crying and feeling intimidated, so much so that she was afraid to ask again for help and allowed stool to sit on her</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>person for hours until the next shift came so that she would not be confronted by a staff member who refused to clean her thoroughly.</p> <p>Findings include:</p> <p>Review of R1's medical records document the following diagnosis: Morbid obesity, need for assistance with personal care and abnormalities of gait and mobility. R1's Minimum Data Set (MDS) dated 2/1/2023 section G documents R1 requires extensive 2 + persons physical assist for bed mobility (including turning side to side) and section C documents her cognition to be intact as evidenced by a Brief Interview for Mental Status (BIMS) Score of 14 out of 15.</p> <p>The facility's incident final report dated 4/25/2023 documents the following in summary: R1 stated that around 2 AM on Saturday, she put her call light on to receive incontinence care. The light was answered by V3 (Certified Nurse Assistant/CNA). R1 reported that the CNA entered the room very loudly, causing the door to bang, and talking loudly on her phone. Per R1, V3 changed her too quickly and did not finish wiping all the excrement from her behind before installing a new brief. R1 asked V3 if she cleaned her and V3 said, "Yes, I did clean your butt, do you need anything else. R1's roommate, R2, report of the incident was similar to R1's. V4 (CNA) was the one who saw R1 later that morning and answered R1's call light. R1 told V4, that V3 was in a rush when V3 changed her and did not change her all the way. A staff member told the administrator that V3 was hard to work with and V3 was consistently arguing with other staff members and was not a team player.</p> <p>On 5/18/2023 at 10:05 AM R1 lying in bed, alert</p>	S9999		
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S9999	Continued From page 3  and oriented, polite, and soft spoken. R1 states regarding the incident that she woke up about 2 AM in the morning and she had a bowel movement. R1 stated that V3 (CNA) must have been close to her room because she heard only her voice talking loudly and laughing. R1 states she put on her call light to get help to change. R1 states her door was closed and V3 must have been right outside the door because she came in right away and swung the door open so hard that it hit the wall loudly. R1 states V3 was still loudly talking on the phone and asked her what she wanted. R1 states she told V3 she needed to be changed. R1 states V3 pushed her over to the side and pulled the diaper from underneath her like she was in a hurry. R1 states V3 cleaned her buttocks cheeks but did not get the stool in the between her buttocks. R1 states V3 then put a diaper on her. R1 states she could still feel the stool there and was trying to figure out in her own head why V3 did not clean the stool. R1 states she then told V3 that she still had stool and she needed to be cleaned thoroughly. R1 states she told V3 there was still stool on her and V3 responded "there isn't any poop on you, I cleaned you." R1 states she said I can feel the stool. R1 states V3 said angrily " I wiped you, did you s*** again and kept saying she wiped her. R1 states V3 then left loudly talking on the phone and slammed the door loudly using her outside voice. It was 2 AM in the morning and people were trying to sleep. R1 states when V3 left she asked R2, her roommate, if she heard that and R2 said yes. R1 states, R2 said she refused to clean you. R1 states she does not like confrontations. R1 states "She [V3] made me feel like she [V3] didn't care, like I was the last thing she wanted to do. She was mean like she had a chip on her shoulder. I felt intimidated. The look she gave me and when she said, "Did you S*** again."	S9999		

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S9999	<p>Continued From page 4</p> <p>made me afraid to ask to get cleaned up until the next shift." R1 states, when the next shift came in, V4 (CNA) was assigned to her, and she told V4 what had happened. R1 states V4 was cleaning her up and said that this should not have happened. R1 states V4 told V10 (Licensed Practical Nurse/LPN).</p> <p>On 5/18/2023 at 10:23 AM R2 states R1 needed to be cleaned up and V4 came into the room to clean R1 up. R1 states she still felt the stool on her. R2 states V3 said "I wiped you that's impossible. Did you s*** again! Did you s*** again!" R2 states V3 said it with a snooty, abrasive attitude. R2 states R1 said "no I didn't". R2 states, "poor [R2] had to sit in there with stool on her all night till the next shift. The morning aid came and said this should never have happened." R2 states V10 (LPN) came into their room and said R1 "should not be afraid of anyone here." R1 states V3 was "rude and was antagonizing," R2 states V3 was "trying to intimidate" R1 when she was saying "Did you s*** again!" with an attitude. R2 states, R1, "can't walk she is at their mercy, I'd say it was cruel, unpleasant and uncalled for."</p> <p>On 5/18/2023 at 1:08 PM V6 (Staffing Coordinator) states the V3 worked a lot and wanted to be on her usual unit. V6 states unit was V3's "regular hallway" and she liked to go there, but we started getting complaints from residents. The residents would say she [V3] is too rough. V3 would say she would come back and then not come back, she [V3] would just make them wait, residents would say V3 was gossiping to residents about other CNAs. Staff didn't like working with her. V3 would change her own assignment. She would argue with other staff. Staff said, "we would rather work short than</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>work with someone with that attitude", they would say. "She is not a team player. R4 for sure would complain about V3. She would wheel herself to our office and tell us or the CNAs about V3 and CNAs would tell us also. V6 states she remembers V11 (LPN) reporting that to the ADON also that R4 would say V3 puts me on the toilet and leaves me there and will not come back to help me." V6 states, "After that we started floating her [V3]. For the night shifts for sure we did not put her on the unit." V6 states ADON told V6 to float V3 to another unit.</p> <p>On 5/18/2023 at 1:31 PM R4 states she doesn't remember V3 that much just that V3 would not help her into bed and would leave her in the bathroom. R4 states she had no problem letting staff know she didn't want V3 again.</p> <p>On 5/19/2023 at 10:59 AM V4 (CNA) states she came in that morning R1 was crying and R1 said she was not being cleaned properly. V4 states R1 was crying and V4 states that R1 told her V3 didn't get the poop out of her butt and refused to clean it. V4 states R1's diaper was clean when she went between her cheeks to clean the stool (bowel movement) from in between her buttocks. V4 states R1 is a two-person assist and because of her size you have to spread her buttocks apart to get in there to clean. Normally, if we clean R1 we have two people. I told V10 (LPN) about it. V4 states, if a resident asks to be cleaned again, so she can feel better, she will just clean them. V4 states R1 was crying when I saw her that morning and R1 told her that V3 had refused to clean her. V4 states she tried to comfort R1 and told R1 "it was ok, don't worry, I will clean you." R1 had on a new diaper but V3 didn't clean in between R1 buttocks."</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>Review of R1's witness statement taken by V2 on 4/24/2022 documents the following: R1 stated that during the early morning hours on Saturday 4/22/2023 at approximately 2:00 AM, R1 was awakened by loud laughter and loud talking coming from the hallway outside her door, which was closed at the time. [R1] explained that she'd had a bowel movement and needed to be changed, so she activated her call light to alert staff. [R1] stated, "At about 2 o'clock in the morning, V3 came into the room like gang busters by banging the door into the wall. V3 was loudly talking on her cell phone with an ear bud and continued to talk on the cell phone while cleaning me up. V3 was so loud that I thought to myself, 'Why is she being so loud while people are trying to sleep?' [R1] told [V3] I needed to be changed because I had pooped. V3 pulled my diaper off quickly and you could see there was poop there. [V3] quickly started to wipe me off and finished. I told her [V3] I can still feel something there like I'm not completely clean. I asked her [V3], "did you clean me?" she kind of got in my face and said, yes, I did clean your butt!" ... When the next CNA came on day shift, I asked her if she could change me. I still had poop left on me from during the night when [V3] would not clean me."</p> <p>Review of R2's witness statement taken by V2 (DON) on 4/24/2022 documents the following: V3 came into the room loudly in response to R1 putting the call light on. R1 told V3 she still felt soiled and was not completely clean and the CNA told R1 "I already did it, ok?" "She [V3] was so intimidating, and I know [R1] just wanted her out of the room." "She [R1] said she would rather just wait until the next shift comes in to help her."</p> <p>On 5/18/2023 at 3:00 PM V2 states she</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>"expect[s] staff to speak respectfully to residents, make sure their needs are met before they leave the room. I expect staff not to use personal electronic device while providing care, they should not use phones while on the unit, only at break time. I expect that incontinence care is thoroughly done, especially for someone alert and oriented like [V3], if she says I'm not clean, I expect the CNA to ask what needs to be done and then do it."</p> <p>On 5/18/2023 at 3:41 PM V12 (CNA) states if a resident says they are not clean she would clean them again to make them feel adequately clean and feel better.</p> <p>On 5/18/2023 at 3:45 PM V13 (CNA) states she is familiar with V3. V13 states R1 requires total care. V13 states R1 is alert and oriented. V13 states, if a resident felt like they needed to be cleaned more thoroughly she would clean them because it is the right thing to do.</p> <p>On 5/18/2023 at 11:17 AM V1 (Administrator) stated that V3 was terminated over the phone.</p> <p>The facility's final incident report documents V3 was removed from the schedule and will not return permanently based on poor customer service. It was determined that the CNA did not provide incontinence care to the resident's satisfaction.</p> <p>Review of V3's termination report (Counseling report) dated 5/1/23 document the reason for termination being "Per scheduler and executive director inability to work respectfully with others on several occasions and reports."</p> <p>Reviewed V3's counseling report of 3/13/23 that</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>documents unsatisfactory work performance for spending the majority of her day charting.</p> <p>The facility's policy Standards and Guidelines (SG) dated 9/8/22 documents the following: it will be the standard of this facility to honor resident's rights and to address with employees the seven (7) components regarding mistreatment, abuse, neglect, sexual misconduct, injuries of unknown source, involuntary seclusion, corporal punishment, misappropriation of resident property or funds or use of physical or chemical restraint not required to treat the resident's symptoms in accordance with Federal Law.</p> <p>The facility's SG Resident Rights, Dignity, and Visitation Rights policy dated 9/8/22 documents the following: It will be the standard of this facility that employees shall treat residents with kindness, respect, and dignity.</p> <p>"B"</p>	S9999		
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