

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009625	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/18/2023
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NAME OF PROVIDER OR SUPPLIER GROVE OF SKOKIE, THE	STREET ADDRESS, CITY, STATE, ZIP CODE 9000 LA VERGNE AVENUE SKOKIE, IL 60077
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S 000	Initial Comments	S 000		
S9999	<p>Annual Licensure and Certification</p> <p>Final Observations</p> <p>Statement of Licensure Violations (1 of 2)</p> <p>300.610a) 300.1010h) 300.1210a) 300.1210b) 300.1210d)2)</p> <p>Section 300.610 Resident Care Policies</p> <p>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.</p> <p>Section 300.1010 Medical Care Policies</p> <p>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</p>	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	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>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.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</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</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>2) All treatments and procedures shall be administered as ordered by the physician.</p> <p>These Requirements were not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to prevent or identify the formation of a pressure injury; failed to follow physician's orders to provide adequate pressure ulcer treatment to prevent the worsening of a pressure injury, and failed to follow their skin care treatment facility policy for 1 of 4 (R49) residents reviewed for pressure injury in a sample size of 30.</p> <p>As a result, R49 acquired a right heel pressure ulcer which progress to an open stage 4 pressure injury</p> <p>Findings include:</p> <p>R49's face sheet showed she is a 65-year-old female resident with a past medical history not limited to rhabdomyolysis, acute kidney failure, hypertension and history of Covid-19. She admitted to the facility on 07/11/2022. Facility provided wound list that indicated R49 has a current facility acquired unstageable pressure ulcer to her right heel that was identified on 09/18/2022.</p> <p>On 05/15/23 at 01:25 PM, observed R49 lying in bed on a pressure relieving mattress with right heel protector loosely in place. Observations</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>made for remainder of 05/15/2023 through 05/18/2023 were of R49 sitting in wheelchair in same position with heels not being offloaded.</p> <p>On 05/16/2023 at 12:15 PM, V13 (Wound Care Coordinator) said R49 acquired the pressure ulcer to her right heel during the time she tested positive for Covid and was also having some mobility issues. V13 added that R49's wound measured 6 centimeters (cm) x 5 centimeters (cm) with no depth upon the initial identification.</p> <p>On 05/17/2023 at 02:42 PM, observed R49's wound care performed by V13 (Wound Care Coordinator) who first removed previous dressing; noted moderate amount of light to dark brown drainage visible throughout dressing. R49's right foot noted to be very dry and flaky with mild swelling to foot and ankle. V13 then performed resident's wound care and indicated the presence of new granulation and epithelial tissue with moderate amount of clear to light brown drainage and no current signs of infection.</p> <p>R49's physician wound care note dated 05/11/2023 showed, "right heel with open stage 4 pressure injury" with wound size post debridement documented as "1.5x3.5x0.7" (length x width x depth).</p> <p>R49's Medical Professional Progress Note dated 4/19/2023 12:50 showed, "seen today for right heel wound. Heel was noted with swelling. Started on Augmentin empirically. Xray + right heel worsening ulcer without evidence of [Osteomyelitis] and Doppler negative. Wound culture ordered; results not available".</p> <p>R49's Skin Evaluation dated 03/15/2023 documents "unstageable pressure wound to right</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>heel with measurement of 3.0 x 2.5 x 0.3". Risk factors listed not limited to "depression and psychotropic drug use".</p> <p>R49's care plan with last completion date of 3/14/2023 indicates that resident has an actual impairment to skin integrity related to right heel unstageable wound, date initiated 07/11/2022. Interventions indicated low risk with weekly skin checks and report abnormalities to the nurse (initiated 07/11/2022); off load heels as ordered (initiated 07/11/2022); turn and reposition at least every 2 hours and as needed (initiated 07/11/2022). No intervention for heel protectors noted.</p> <p>R49's Minimum Data Set, Section M dated 03/08/2023 indicates R49 has one or more unhealed pressure ulcers/injuries and is not on a turning/repositioning program. No documentation noted of heel protector use.</p> <p>R49's Skin Alteration Nursing Evaluation dated 9/21/2022 showed a "new unstageable pressure wound to right heel that measured 6 centimeters (cm) x 5 centimeters (cm); no depth was documented. Per skin assessment evaluation, an unstageable wound indicates full thickness tissue loss in which the base of the ulcer is covered by slough (yellow, tan, gray, green or brown) and/or eschar (tan, brown or black) in the wound bed. Last Skin Evaluation (Quarterly + Comprehensive) dated 07/11/2022 showed no current Braden pressure ulcer assessment score result.</p> <p>R49's Wound Specialist Assessment dated 09/18/2022 showed risk factors that contributed to and/or increased risk of resident's unstageable right heel wound as "urinary incontinence", use of "stool softener", and "in need of assistance with</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>activities of daily living (ADL's). Pressure relieving devices listed were: specialized air mattress (low air loss), heel protectors, and offload with green wedge.</p> <p>R49 has active physician orders to cleanse right heel with normal saline, pat dry, apply skin prep to peri wound, apply [calcium alginate] dressing to wound bed, and secure with dry dressing every day shift, every other day for wound care and as needed for soilage/dislodgement last revised 05/17/2023 and pressure relieving mattress. No order noted for heel protectors or offload with green wedge.</p> <p>Reviewed facility Skin Care Treatment Regimen policy last revised 07/28/2022 that reads in part:</p> <p>Policy Statement: it is policy to ensure prompt identification and documentation for residents with skin breakdown</p> <p>Procedures:</p> <p>5. refer skin breakdown to the skin care coordinator.</p> <p>6. residents unable to turn and reposition themselves will be turned and repositioned every 2 hours.</p> <p>9. residents with stage III and/or IV pressure ulcer will be placed in specialized air mattresses like low air loss.</p> <p>(B)</p> <p>Statement of Licensure Violations (2 of 2)</p> <p>300.610a) 300.1010h)</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>300.1210a) 300.1210b) 300.1210d)2)3)</p> <p>Section 300.610 Resident Care Policies</p> <p>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.</p> <p>Section 300.1010 Medical Care Policies</p> <p>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. 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>	S9999		
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S9999	<p>Continued From page 7</p> <p>a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act)</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>2) All treatments and procedures shall be administered as ordered by the physician.</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</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>These Requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to perform comprehensive pain assessments as scheduled to promote effective pain management; failed to administer pain medication as requested/needed by a resident to prevent the negative effect of uncontrolled pain on a resident's function and mood; and failed to follow their pain policy and procedure for 2 of 4 (R115, R129) residents reviewed for pain management in a sample size of 30.</p> <p>As a result, R115 was left in periods of unbearable pain level which causes him to cry out to staff for medication for pain relief.</p> <p>Findings include:</p> <p>1. R115's face sheet showed he is a 61-year-old male with a past medical history not limited to: generalized osteoarthritis, anxiety, idiopathic chronic gout, calculus of the kidney and fatigue. He admitted to the facility on 01/06/2023.</p> <p>R115 with active physician orders for: Pain Assessment: Numeric Scale (0= No Pain; 1 to 3= Mild Pain; 4 to 7= Moderate Pain; 8 to 10= Severe Pain) every shift; tramadol oral tablet 50 milligrams (mg) give 1 tablet by mouth every 6 hours as needed for severe pain 4-10; gabapentin oral tablet 800mg, give 1 tablet by</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>mouth three times a day for neuropathic pain; acetaminophen oral tablet 325mg give 2 tablet by mouth every 6 hours as needed for mild pain 1-3.</p> <p>R115's incomplete Admission Pain Assessment dated 1/13/2023 12:03 showed he had pain or was hurting at any time in the last 5 days, and he frequently had moderate pain levels rated at "6/10" on numerical pain scale during those 5 days. Pain frequency, Pain effect on function, Pain intensities and indicators not completed.</p> <p>R115's care plan with last completion date of 04/24/2023 reads: I present with risk factors r/t acting as a recipient or perpetrator of mistreatment and/or neglect, exploitation, psychiatric history and present mental health symptoms (initiated 01/11/2023). Goal: I will be treated with respect, dignity and reside in the facility free of mistreatment (i.e., abuse/neglect (initiated 01/11/2023, target Date 04/14/2023); At risk for pain related to multiple diagnoses (initiated 01/09/2023). Interventions: Resident would like to be educated on overall pain management, especially on different pain-relieving methods and would like to receive pain relief upon request (initiated 01/09/2023).</p> <p>On 05/15/23 at 1:27 PM, R115 said V22 (Registered Nurse) is unpleasant to him, there's no consistency with his gabapentin and pain medication administration when she (V22) works because she doesn't administer his pain medications as requested which causes him to "wait and cry in pain for her to bring my pain medicine". He said this has been ongoing since admission. R115 then said he has pain every day, most of the day and has asked for something stronger than acetaminophen, but he doesn't always receive it. R115 added that his pain level</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>is "usually 7-8" and doesn't always receive his medications when he needs them. R115 also said last week, V22 was his nurse and he had to wait "2-3 hours for pain medicine". R115 then said he "feels sad and frustrated and can't even think right" when he's in so much pain. R115 added that he "fears retaliation" for reporting his issues regarding his pain medications. Resident was observed to be visibly distraught and saddened during interview.</p> <p>On 05/15/23 at 01:32 PM, V12 (Licensed Practical Nurse) said R115 and his daughter both talked to her on Saturday regarding R115 having problems with a nurse (later identified as V22) about pain medication administration times.</p> <p>On 05/16/2023 at 12:06 PM, R115 rated his pain level on a numerical scale between 00-10 at "6-7". On 05/17/2023 at 01:00 PM, R115 rated his pain level on a numerical scale between 00-10 at "6".</p> <p>On 05/17/2023 at 3:40 PM, V16 (Regional Nurse Consultant) said R115 should have had a pain assessment done last month. V16 then said pain assessments should be done every shift for every resident, and if a resident is on pain medications, they should assess their pain level before and after administering pain medication then follow-up within an hour. V16 added that comprehensive pain assessments should be completed quarterly; said one will be completed for R115.</p> <p>On 05/17/2023 at 3:42 PM, V22 (Registered Nurse) said last Wednesday on the evening shift, R115 came out of his room and asked for his meds. She had told him he needed to wait because she was on the phone with the doctors' office. After the call, V22 said R115 was at her</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>cart and said to her "you always make me wait" and rated his pain at "6-7"; R115 always rates his pain at "6-7". V22 then said he sometimes asks for "Tramadol" because the acetaminophen "doesn't work for him". V22 added that V2 (Director of Nursing) informed her on Monday that she will no longer care for R115 per resident request because of the Wednesday incident regarding delayed pain medication administration.</p> <p>On 05/17/2023 at 3:40 PM, V16 (Regional Nurse Consultant) provided last comprehensive/quarterly pain assessment that showed he had pain or was hurting at any time in the last 5 days, and he had severe pain levels rated at "7/10" on numerical pain scale during those 5 days. Assessment also showed R115's pain "effected his mood", music and as needed (PRN) medication alleviate his pain.</p> <p>On 05/17/2023 at 3:59 PM, V21 (Physician) said R115 is alert and can make his needs known so, if he is voicing high levels of pain from 6-7, then he is not comfortable, and his pain is not being managed. She then added that it has not been reported to her of R115's uncontrolled pain.</p> <p>Reviewed R115's medication administration record (MAR) for March 2023 that showed he only received acetaminophen (used for mild pain rated 1-3) on the 29th and was not administered "tramadol" (used for severe pain 4-10) for the entire month. April 2023 MAR showed he was administered acetaminophen on the 10th, 11th and 19th, and was only administered "tramadol" on the 25th. May 2023 MAR showed he was administered acetaminophen on the 6th and 7th and had an increased amount of "tramadol" administrations on the 7th and 8th, and 10th through the 17th with minimal effectiveness</p>	S9999		
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Continued From page 12 noted.</p> <p>Reviewed Pain level Summary from 05/01/2023-05/17/2023 that indicated R115 rated his pain level at "5 or higher" a total of 18 times.</p> <p>Reviewed Pain policy and procedure last revised 07/28/2022 that reads:</p> <p>Policy Statement:</p> <p>It is the policy of the facility to ensure all residents are assessed for pain in every situation where there is a potential for pain.</p> <p>Procedures:</p> <p>- After the administration of prn pain medication, the resident will be assessed for the effectiveness of the pain medication. If the resident is still unrelieved of pain despite pharmacologic and nursing measures, the resident's physician will be called to refer the lack of relief.</p> <p>2. R129 is a 55-year -old female admitted to the facility on 03/01/2023 with diagnosis including but not limited to Anoxic Brain Damage, Neuromuscular Dysfunction of a Bladder, Gastrostomy Status, Colostomy Status, Aphasia, and Necrotizing Fasciitis.</p> <p>R129's Physician Order Sheet dated 03/01/2023 reads in part, "Oxycodone HCL Oral Solution 5mg/5ml *Controlled Drug* Give 2.5ml by mouth every 6 hours as needed for moderate to severe pain".</p> <p>Per record review, R129's pain assessment reads pain level at "0" on each of three shifts in March, April, and May 2023 except for: 03/02/2023,</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009625	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 05/18/2023
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S9999	<p>Continued From page 13</p> <p>03/06/2023, 03/07/2023, 03/12/2023, 03/13/2023, 03/20/2023, 03/27/2023, 04/07/2023, 04/17/2023 R129's pain level assessed between 1-5.</p> <p>Per record review, R129's Controlled Drug Administration Record reads that R129 received schedule II controlled pain medication at least once a day in March, April, and May 2023 except for: 03/05/2023, 03/19/2023, 03/30/2023, 03/31/2023, 04/02/2023, 04/03/2023, 04/05/2023, 04/09/2023, 04/10/2023, 04/11/2023, 4/16/2023, 04/21/2023, 04/23/2023, 04/27/2023, 04/28/2023, and 04/29/2023.</p> <p>Per record review, R129's Medication Administration Record reads that R129 received schedule II controlled pain medication at least once a day in March, April, and May 2023 except for: 03/03/2023, 03/05/2023, 03/19/2023, 03/30/2023, 03/31/2023, 04/02/2023, 04/03/2023, 04/05/2023, 04/09/2023, 04/10/2023, 04/11/2023, 04/16/2023, 04/21/2023, 04/22/2023, 04/23/2023, 04/24/2023, 04/27/2023, 04/28/2023, 04/29/2023, and 05/01-06/2023.</p> <p>Per record review, neither R129's pain assessment, Controlled Drug Administration Record, nor Medication Administration Record for schedule II controlled pain medication align; multiple discrepancies noticed. R129's schedule II controlled pain medication should be given only on days with pain assessed at greater than "0".</p> <p>On 5/17/2023 at 1:18 PM Surveyor interviewed V17 (Registered Nurse/ Clinical Care Coordinator), V17 (RN/CCC) stated, "R129 had some sort of traumatic experience at a dentist office. She suffered anoxic brain injury from that. She is on schedule II controlled pain medication. We know that R129 is in pain when she has facial</p>	S9999		
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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6009625	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 05/18/2023
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S9999	<p>Continued From page 14</p> <p>grimacing, body guarding, or screaming. R129's family also said that her pain threshold is high. R129 is able to say when she is in pain, but because of her brain injury, there is some disconnect in communication. Residents are assessed for pain on every shift, and it is documented in resident's electronic health record. R129 would generally score 6-7 on pain scale".</p> <p>On 05/17/2023 at 02:14 PM Surveyor interviewed R129. R129 indicated that she is in some pain at the moment and that she is usually in pain. R129 does not recall any of the nurses asking about pain on the scale from one to 10.</p> <p>On 5/17/2023 at 3:48 PM Surveyor interviewed V21 (Attending Physician), V21 stated, "R129 can articulate her needs and is appropriate to answer to scale pain".</p> <p>Facility "Pain" policy dated 07/28/2022 reads in part, "It is the policy of the facility to ensure that all residents are assessed for pain in every situation where there is a potential for pain".</p> <p>(B)</p>	S9999		