

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6009948</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>09/28/2023</b>
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NAME OF PROVIDER OR SUPPLIER  <b>CITY VIEW MULTICARE CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5825 WEST CERMAK ROAD CICERO, IL 60804</b>
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S 000	Initial Comments  Complaint Investigation: 2397597/IL164294	S 000		
S9999	Final Observations  Statement of Licensure Findings:  300.610a) 300.3300a) 300.3300c)1)A)B)C)D) 300.3300d)1) 300.3300e)1)2)3)4)5) 300.3300g) 300.3300j) 300.3300k) 300.3300l) 300.3300o)  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 300.3300 Transfer or Discharge a) A resident may be discharged from a facility after he or she gives the administrator, a physician, or a nurse of the facility written notice of his or her desire to be discharged. If a guardian has been appointed for a resident or if	S9999	Attachment A Statement of Licensure Violations	

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>the resident is a minor, the resident shall be discharged upon written consent of his or her guardian or if the resident is a minor, his or her parent unless there is a court order to the contrary. In such cases, upon the resident's discharge, the facility is relieved from any responsibility for the resident's care, safety or well-being. (Section 2-111 of the Act)</p> <p>Based on interviews and record reviews, the facility failed to establish the rationale for transfers and discharges; failed to communicate and implement the discharge process accordingly for residents with mental illness and medical conditions. These failures affected 54 (R4, R7, R10 - R25, R28, R35 - R42, R45 - R54, R56 - R72) of 54 residents in the sample of 87 reviewed for transfers and discharges.</p> <p>c) Reasons for Transfer or Discharge</p> <p>1) A facility may involuntarily transfer or discharge a resident only for one or more of the following reasons:</p> <p>A) for medical reasons;</p> <p>B) for the resident's physical safety;</p> <p>C) for the physical safety of other residents, the facility staff or facility visitors; or</p> <p>D) for either late payment or nonpayment for the resident's stay, except as prohibited by Titles XVIII and XIX of the federal Social Security Act. For purposes of this Section, "late payment" means non-receipt of payment after submission of a bill. If payment is not received within 45 days after submission of a bill, a facility may send a notice to the resident and responsible party requesting payment within 30 days. If payment is not received within such 30 days, the facility may thereupon institute transfer or discharge proceedings by sending a notice of transfer or discharge to the resident and responsible party by registered or certified mail. The notice shall</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>state, in addition to the requirements of Section 3-403 of the Act and subsection (e) of this Section, that the responsible party has the right to pay the amount of the bill in full up to the date the transfer or discharge is to be made and then the resident shall have the right to remain in the facility. Such payment shall terminate the transfer or discharge proceedings. This subsection (c) does not apply to those residents whose care is provided under the Illinois Public Aid Code. (Section 3-401 of the Act)</p> <p>d) Involuntary transfer or discharge of a resident from a facility shall be preceded by the discussion required under subsection (j) of this Section and by a minimum written notice of 21 days, except in one of the following instances:</p> <p>1) When an emergency transfer or discharge is ordered by the resident's attending physician because of the resident's health care needs; (Section 3-402(a) of the Act)</p> <p>e) For transfer or discharge made under subsection (d), the notice of transfer or discharge shall be made as soon as practicable before the transfer or discharge. The notice required by subsection (d) of this Section shall be on a form prescribed by the Department and shall contain all of the following:</p> <p>1) The stated reason for the proposed transfer or discharge; (Section 3-403(a) of the Act)</p> <p>2) The effective date of the proposed transfer or discharge; (Section 3-403(b) of the Act)</p> <p>3) A statement in not less than 12-point type, which reads: "You have a right to appeal the facility's decision to transfer or discharge you. If you think you should not have to leave this facility, you may file a request for a hearing with the Department of Public Health within 10 days after receiving this</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>notice. If you request a hearing, it will be held not later than 10 days after your request, and you generally will not be transferred or discharged during that time. If the decision following the hearing is not in your favor, you generally will not be transferred or discharged prior to the expiration of 30 days following receipt of the original notice of the transfer or discharge. A form to appeal the facility's decision and to request a hearing is attached. If you have any questions, call the Department of Public Health at the telephone number listed below."; (Section 3-403(c) of the Act)</p> <p>4) A hearing request form, together with a postage paid, preaddressed envelope to the Department; and (Section 3-403(d) of the Act)</p> <p>5) The name, address, and telephone number of the person charged with the responsibility of supervising the transfer or discharge. (Section 3-403(e) of the Act)</p> <p>g) A copy of the notice required by subsection (d)(1) of this Section and Section 3-402 of the Act shall be placed in the resident's clinical record and a copy shall be transmitted to the Department, the resident, and the resident's representative. (Section 3-405 of the Act)</p> <p>j) The planned involuntary transfer or discharge shall be discussed with the resident, the resident's representative and person or agency responsible for the resident's placement, maintenance, and care in the facility. The explanation and discussion of the reasons for involuntary transfer or discharge shall include the facility administrator or other appropriate facility representative as the administrator's designee. The content of the discussion and explanation shall be summarized in writing and shall include the names of the individuals involved in the discussions and made a part of the resident's clinical record. (Section 3-408 of the Act)</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>k) The facility shall offer the resident counseling services before the transfer or discharge of the resident. (Section 3-409 of the Act)</p> <p>l) A resident subject to involuntary transfer or discharge from a facility, the resident's guardian or if the resident is a minor, his or her parent shall have the opportunity to file a request for a hearing with the Department within 10 days following receipt of the written notice of the involuntary transfer or discharge by the facility. (Section 3-410 of the Act)</p> <p>o) If the Department determines that a transfer or discharge is authorized under subsection (c) of this Section, the resident shall not be required to leave the facility before the 34th day following receipt of the notice required under subsection (d) of this Section, or the 10th day following receipt of the Department's decision, whichever is later, unless a condition which would have allowed transfer or discharge in less than 21 days as described under subsections (d)(1) and (2) of this Section develops in the interim. (Section 3-413 of the Act)</p> <p>These regulations were not met as evidenced by:</p> <p>A. According to facility's admissions and discharge lists dated 07/14/23 to 09/14/23 and 06/29/23 to 09/21/23, the following residents were discharged to another long-term care facility: 07/24/23: R10, R50, R51 and R57. According to social service notes dated 07/24/23, R10, R50, R51 and R57 inquired about discharge to another facility. R10, R50, R51 and R57 were transferred to another facility the same day.</p> <p>Findings include: During interview with R10 on 09/20/23 at 11:00</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>AM, he stated that he wanted to go home and not transferred to another facility.</p> <p>On 9/26/23 at 12:53 PM, V6, (Family Member) stated that she was notified of his (R57) discharge to another nursing facility. V6 continued, "However, it was not my decision or his (R57) decision to discharge. The facility had told me that he had wounds that they could no longer care for at the facility. They said he needed to transfer to another facility in order to get the proper care for his wounds." Progress notes dated 07/23/23 indicated that R57 has a wound on the left foot. V7 (Family Member) also mentioned during interview that he was told by R51 that he went to another facility because of nursing care assistance. Per R51's weekly wound evaluation note dated 06/30/23, he has a wound on the left lower leg.</p> <p>On 07/25/23: R52, R53 Social Services notes dated 07/25/23 documented R52 and R53 want to be transferred to another facility. R52 and R53 were discharged the same day. R52 was discharged as agreed by V12 (Family Member). During interview with V12, she stated that she (R52) was transferred because she (R52) needed more nursing care and facility is no longer providing skilled nursing, since she (R52) has a sore on her foot and it's not healing well. R52's Weekly wound evaluation note dated 02/22/23 recorded that R52 has a wound on the right heel.</p> <p>R63, R64 requested to be transferred to another facility on 07/28/23 and were discharged on the same day, per Social Services notes.</p> <p>R62 was discharged from the facility on 07/31/23 and was moved to another long-term care facility, per progress notes.</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>R56 and R65 requested to be transferred to another facility on 08/01/23 and were discharged on the same day, per progress notes.</p> <p>R61 and R66 Social Services notes dated 08/03/23 documented R61 and R66 requested to be transferred to another facility. R61 and R66 were both discharged on 08/03/23, same day.</p> <p>On 08/04/23: R4, R58, R59, R69, R70, R71 and R72 inquired about transfer to another facility and were all discharged on the same day.</p> <p>R60's Progress notes dated 08/07/23 documented R60 was discharged from the facility.</p> <p>R68's Progress notes dated 08/09/23 documented R68 was discharged from the facility.</p> <p>R67's Progress notes dated 08/10/23 documented R67 was discharged from the facility.</p> <p>R45 and R49 Progress notes dated 08/15/23 recorded R45 and R49 were discharged and moved to same facility.</p> <p>R46 and R47 Progress notes dated 08/16/23 recorded R46 and R47 were discharged and moved to same facility.</p> <p>Per progress notes dated 08/17/23, R15, R16 and R17 were discharged to another facility. During interviews with R15 and R16 on 09/20/23, both stated that they were transported to the new facility with other residents. R15 stated, "I was not even aware of where I was going and I got on a</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>bus, and I came here. They do not get me out of bed here and I am not happy." R16 also verbalized, "They took me on a minibus and brought me here with other residents. They packed up my stuff and just told me I was going. I do not want to be here, and they did not tell me why I had to leave."</p> <p>Social Services notes dated 08/18/23 showed R7, R19 and R20 requested to be discharged from the facility. POS (Physician Order Sheet) dated 08/18/23 indicated R18 is discharged per request. R7, R18, R19 and R20 were discharged on the same day the request for transfer were made.</p> <p>On 09/20/23 at 10:45 AM, R18 stated, "I don't know why I was transferred here. They traveled me here and didn't tell me why. A cab picked me up, no reason why, I am like a piece of s--t." R7 also verbalized, "I came here on a bus. They asked us who wanted to be transferred here and I volunteered and said yes."</p> <p>According to Social Services and Nurses' notes dated 08/22/23, R21, R23, R24 and R25 expressed desire to be discharged from the facility. R21, R23, R24 and R25 were discharged to another long-term care facility on 08/22/23, same day.</p> <p>R22 was transferred to another facility because of Hispanic Dementia Program. V9 (Family Member) mentioned during interview that she was told by V2 (Director of Nursing) that he (R22) needs the transfer for Dementia Care. R23 also mentioned, "They just have to place me somewhere else and didn't tell me why. No, I don't want to transfer. They sent me to the hospital. When I came back, they sent me here. Didn't tell me why. I don't want it."</p>	S9999		



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S9999	<p>Continued From page 8</p> <p>Social Services notes dated 08/25/23 documented R14 asked to be transferred to another facility. R14 left facility on 08/25/23, same day.</p> <p>Social Services notes dated 08/30/23 documented R11, R36, R37, R38, R39, R40, R41 and R42 requested to be transferred to another facility; and were discharged the same day. On 09/20/23 at 10:58 AM, R11 stated during interview, "They asked if anybody wants to go, and I raised my hand. Then they sent me here in four hours. I'd rather go back; I want to come back." R37 also verbalized that it was a mutual agreement between him and facility to be discharged. R37 continued, "I just followed orders with what they told me to do, I do whatever I am asked to do. I was transported on a bus with other residents. It was a surprise, they asked me to go, and I left the same day." R36 stated that he does not want to be in the new facility.</p> <p>Social Services notes dated 08/31/23 documented R28 was discharged from the facility and went to another long-term care facility.</p> <p>Per Social Services notes dated 09/08/23, R12, R13 and R35 all inquired about discharging to another facility. All were discharged to another facility on 09/08/23. In an interview conducted on 09/26/23 at 2:55 PM, V8 (Family Member) stated that R12 wants to be transferred only because residents were bothering him and has issues with personal items missing.</p> <p>Per Social Services notes dated 09/15/23, R54 inquired about discharge from facility. R54 was discharged on the same date inquiry was made.</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>Progress notes dated 09/19/23 recorded R48 requested to be transferred to another facility. R48 was discharged the same day.</p> <p>V5 (Social Services Director) was interviewed on 09/18/23 at 1:59 PM regarding residents, discharge. V5 verbalized, "When residents verbalized, they want to transfer, we document it, we do referrals and give residents choices. We ask residents if they have another nursing home facility that they would like us to send referrals to. The referral sheets include face sheet, social services and nursing progress notes; vital signs and medication list."</p> <p>On 09/26/23 at 3:28 PM, V2 was asked regarding discharge. V2 replied, "All documentation is in the progress notes, discharge planning review and Social Services notes. If they have POA (Power of Attorney)/Guardian, we notify them of discharge and if they are okay with it, we document it in progress notes. If resident is responsible for self and requests a discharge, we send a referral packet to preferred facility and wait for acceptance. If they are accepted, we let these residents know and go ahead with discharge. We asked them what's their preference, facility they have been before. Social Services confirmed with them and if it is okay, we go ahead with discharge. All notes for those discharged residents were in the progress notes, and discharge planning and Social Services notes."</p> <p>Further review of R4, R7, R10 - R25, R28, R35 - R42, R45 - R54, R56 - R72 interdisciplinary progress notes/medical records showed no documentation pertaining to reasons and necessity of transfers to another facility, whether their needs can still be met or not while in the</p>	S9999		

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NAME OF PROVIDER OR SUPPLIER  <b>CITY VIEW MULTICARE CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>5825 WEST CERMAK ROAD CICERO, IL 60804</b>
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S9999	<p>Continued From page 11</p> <p>interventions were documented:</p> <p>R11: Staff will discuss with resident the discharge process.</p> <p>R12, R19, R35, R42 and R63: Arrange a meeting with the family/significant other to discuss what services might be needed and what services are available. Review costs, especially those not covered by insurance. Encourage family to express any concerns they have well in advance of the tentative discharge date.</p> <p>R20 and R24: As necessary, meet with the resident/representative on a regular basis to help with mental preparation for discharge. Provide the resident with an opportunity to express any thoughts or feelings. Address concerns prior to discharge.</p> <p>R12 and R35: Arrange a meeting with the family/significant other to discuss what services might be needed and what services are available. Review costs, especially those not covered by insurance. Encourage family to express any concerns they have well in advance of the tentative discharge date; As necessary, meet with the resident/representative on a regular basis to help with mental preparation for discharge. Provide the resident with an opportunity to express any thoughts or feelings. Address concerns prior to discharge.</p> <p>R40: Arrange a meeting with the family/significant other to discuss what services might be needed and what services are available. Review costs, especially those not covered by insurance. Encourage family to express any concerns they have well in advance of the tentative discharge date; As necessary, meet with the resident/representative on a regular basis to help with mental preparation for discharge. Provide the resident with an opportunity to express any thoughts or feelings. Address concerns prior to discharge.</p>	S9999		
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S9999	<p>Continued From page 12</p> <p>R38: Explain to resident the discharge process and services that he will possibly require; Review possibility for discharge on a quarterly, annually and per significant changes.</p> <p>R39: Arrange a meeting with the family/significant other to discuss what services might be needed and what services are available; Discuss the resident's abilities and needs with the nurse and attending physician to determine what services the resident will need in the community; Encourage the family to voice any worries they may have long before the anticipated discharge date.</p> <p>Facility's Policy titled "Transfer and Discharge Policy and Procedure" dated 1.1.17 stated in part but not limited to the following: Procedure: 8. If the resident is to transfer within the facility, notice of the transfer is given to the resident/responsible party at least 2 days before relocation except when: a. the safety of individuals would be endangered; b. the health of the individuals in the facility would be endangered; c. the resident's health improves sufficiently to allow a more immediate transfer or d. an immediate transfer is required by the resident's urgent medical needs. e. resident/responsible party waives the advanced 2 days notice. Discharge to a lower level of care or another long term care facility where the facility will be administering the resident's medications Explain discharge procedure and reason to resident and give the original State Transfer and Discharge/Bedhold form notice as required. Attach the facility copy to the transfer form. Include resident representatives. 5. Complete the Resident Transfer form make 2</p>	S9999		

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S9999	<p>Continued From page 13</p> <p>copies of any portion of the health record necessary for care of resident. (For example: Physician's orders, History &amp; Physical, chest X-ray, Immunization information, any pertinent lab work, etc.</p> <p>6. Send original of transfer form and portions of health record that was copied with the resident, attach the second copy of the portions of the health record to the facility copy of the transfer form. Give the third copy of the transfer form to the DON.</p> <p>Facility's "Facility Assessment Tool" dated 09/01/23 documented in part but not limited to the following: Part 2: Services and Care We Offer Based on our Residents' Needs Resident support/care needs Skin integrity - Pressure injury prevention and care, skin care, wound care (surgical, other skin wounds) Mental health and behavior - Manage the medical conditions and medication-related issues causing psychiatric symptoms and behavior, identify and implement interventions to help support individuals with issues such as dealing with anxiety, care of someone with cognitive impairment, care of individuals with depression, other psychiatric diagnoses.</p> <p>B. Based on interview and record review, the facility failed to adequately notify the power of attorney and resident representative when transferring and/or discharging residents. This failure applied to eight (R11, R15, R16, R37, R54, R57, R58, and R61) of 87 residents reviewed for transfer and discharge.</p> <p>Findings include:</p>	S9999		

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S9999	<p>Continued From page 14</p> <p>Per facility census and resident face sheet, R11 was discharged from the facility on 8/30/23 to another long-term care facility and has a responsible party contact listed.</p> <p>On 9/20/23 at 10:58AM, R11 was interviewed regarding discharge. R11 said the facility asked me if I wanted to discharge to another nursing facility and within four hours I was discharged. It was so quick. I did not receive all my belongings and I would rather go back to the facility than be here.</p> <p>At 12:35PM, V10 (Responsible Party) was interviewed. V10 said I was told somehow that R11 was discharging to another facility. However, it was last minute, and I only found out when the discharge was taking place. I did not have a choice in the matter if R11 discharged.</p> <p>Per facility census and resident face sheet, R15 was discharged from the facility on 8/17/2023 to another long-term care facility and has a power of attorney (POA) listed. It is to be noted that this surveyor attempted to call R15's POA, however the contact listed is invalid. On 9/27/23, V2 said R15 is their own responsible party even though there is a POA listed on R15's face sheet.</p> <p>On 9/20/23 at 10:10AM, R15 was interviewed regarding discharge. R15 said I feel as if the facility put me on a bus and dumped me at this new facility. I was not made aware of where I was going.</p> <p>Per facility census and resident face sheet, R16 was discharged from the facility on 8/17/23 to another long-term care facility and is his own responsible party.</p>	S9999			

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S9999	<p>Continued From page 15</p> <p>On 9/20/23 at 10:15AM, R16 was interviewed regarding discharge. R16 said the facility packed up my belongings and just told me I was leaving. They put me on a bus, and I had no idea where I was going. I do not want to be at this new facility and still have no idea why I had to discharge.</p> <p>Per facility census and resident face sheet, R37 was discharged from the facility on 8/30/23 to another long-term care facility and has a responsible party contact listed.</p> <p>On 9/20/23 at 12:45PM, R37 was interviewed regarding discharge. R37 said the facility asked me to transfer to another facility and I was discharged on the same day. It was a surprise to me. I just followed orders with what they told me to do, and I was transported on a bus with other residents.</p> <p>Per facility census and resident face sheet, R57 was discharged from the facility on 7/24/23 to another long-term care facility and has a responsible party contact listed.</p> <p>On 9/26/23 at 12:53PM, V11 (Responsible Party) was interviewed about R57's discharge. V11 said I was somehow made aware the same day R57 was discharging but it was not mine or R57's decision to discharge. I was told that he needed more care than the facility could provide and that he was being discharged to another facility.</p> <p>Per facility census and resident face sheet, R58 was discharged on 8/3/23 to another long-term care facility and has a POA contact listed. This surveyor requested notification of R58's power of attorney. It is to be noted that the facility documented on 9/26/23 that the power of attorney was attempted to be notified of</p>	S9999		



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S9999	<p>Continued From page 16</p> <p>discharge with no response. No prior notification was reviewed prior to 9/26/23.</p> <p>Per facility census and resident face sheet, R54 was discharged from the facility on 9/15/23 to another long-term care facility and has a responsible party contact listed. R61 was discharged on 8/3/23 to another long-term care facility and has a responsible party contact listed.</p> <p>On 9/26/23, this surveyor requested notification for R11, R37, R54, R57, and R61's responsible party. V2 said all of these residents are their own representative. It is to be noted again that R11, R37, R54, R57, and R61 all have a responsible party contact listed. No notification was received by this surveyor regarding that their responsible parties were notified of discharge.</p> <p>On 9/26/23 at 10:10AM, V1 (Administrator) was interviewed regarding notification when discharging or transferring a resident. V1 said every situation is different depending on if the resident is their own responsible party or if they have a power of attorney (POA) or representative. Depending on the situation, the staff is expected to notify the responsible party on where the resident will be discharging to, when the discharge is taking place, what kind of transportation is being utilized, and any home health care needs, etc. In majority of cases family and emergency contacts are made aware of the transfer or discharge but it depends on the resident's situation.</p> <p>Facility policy titled 'Change in Resident's Condition or Status' dated 6/26/2011 states in part but not limited to the following: Purpose: to ensure that the resident's representative is notified of changes in the resident's condition</p>	S9999		

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S9999	Continued From page 17  and/or status. The nurse will notify the resident's representative when a decision has been made to discharge the resident from the facility.  (B)	S9999		