

Illinois Department of Public Health

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006233 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____ | (X3) DATE SURVEY COMPLETED 12/08/2023 |
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| NAME OF PROVIDER OR SUPPLIER ALLURE OF THE QUAD CITIES | STREET ADDRESS, CITY, STATE, ZIP CODE 833 SIXTEENTH AVENUE MOLINE, IL 61265 |
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|--------------------|--|---------------|---|--------------------|
| S 000 | Initial Comments Annual Licensure Survey | S 000 | | |
| S9999 | Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)1) 300.1210d)3) 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. 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 | 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>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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</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>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These requirements are not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure physician ordered pain medications were available at time of admission for a resident experiencing pain for one of one resident (R145) reviewed for pain in the sample of 48. R145 was admitted to the facility on 12/01/23 with a fractured sacrum, and remained in constant, severe pain for nearly 40 hours before the first dose of her pain medication was administered on 12/03/23.</p> <p>Findings include:</p> | S9999 | | |

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| S9999 | <p>Continued From page 2</p> <p>On 12/06/23, V2 (Director of Nursing) provided a copy of (contracted pharmacy's) undated policy titled 'New Admission Policy & Procedure' and stated this policy is utilized by the facility in collaboration with (contracted pharmacy). This same policy documents the following: "Process to provide medications prior to the next scheduled delivery: Review contents of the aforementioned boxes (E box or C box) that are on-site at the facility and with the nurse, confirm needed medications are available. If not, medications will either be: sent STAT (immediately) from the pharmacy or called into a local pharmacy and a courier scheduled by pharmacy will pick up the medication and deliver to the facility. If there is a control necessary and we do not have the medication or we cannot for legal reasons transfer the control medication, the pharmacist will contact the facility nurse to ask the prescriber to change the order to a medication or strength of medication that is available. Facility staff is notified to contact pharmacy if/when sending an admission after the facility 'cut-off' time to assure the medications will be sent in a timely manner."</p> <p>R145's current electronic medical record documents that R145 was admitted to the facility on the evening of 12/01/23 with the following diagnoses: Fracture of Sacrum; Anxiety Disorder; Arthritis; Sciatica; Age-related Osteoporosis; Spinal Stenosis.</p> <p>R145's Physician's Order Sheet, (dated 12/01/23-12/31/23), documents the following medication order (date of order 12/01/23): Codeine Sulfate Oral Tablet 30 milligrams give 0.5 tablet by mouth every 6 hours as needed for moderate to severe pain.</p> | S9999 | | |

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| S9999 | <p>Continued From page 3</p> <p>R145's Grievance Form (dated 12/04/23) documents, "(R145) admitted 12/01/23 at 06:00 PM. PRN (as needed) pain medication not available, not provided until Sunday (12/03/23) morning."</p> <p>On 12/04/23 at 01:50 PM, R145 was lying supine in bed with V9, (R145's daughter) at her bedside. R145 remained still in bed and explained her pain isn't as severe if she doesn't move around too much. R145 stated she was just admitted to the facility late in the day on 12/01/23, "I arrived around dinner time." V9 then stated she was waiting to speak with management staff about some concerns regarding her mother's recent admission. R145 stated she currently has a fractured sacrum after a recent fall and came to the facility to receive therapy and pain control. R145 then stated, "When I arrived here, I didn't get any pain medicine for a long time. I believe it was two days, and my pain was constant and unbearable. I couldn't sleep. I couldn't get comfortable. I wasn't hungry. It was horrible. I have never experienced pain like this." V9 then stated, "My mom didn't get her pain medication for nearly two days. This medication was ordered for her at the hospital before she arrived here. She could barely function. It was upsetting to sit here and see her as miserable as she was. No one should have to go that long without anything to help with the pain."</p> <p>R145's Progress Note, dated 12/1/23 at 06:46 PM, documents the following: "Resident arrived to the facility via wheelchair van accompanied by driver and family members. She is alert and orientated at this time, and it is reported that she gets increased confusion at night and has a tendency to want to wonder at night. She had a fall at home and fractured her lower back to the</p> | S9999 | | |

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| S9999 | <p>Continued From page 4</p> <p>sacral area. She rates her back pain at a level 8 at the highest and level 3 at the lowest with analgesia."</p> <p>R145's Progress Note, (dated 12/02/23 and timed 10:31 AM), documents the following: "Per pharmacy 15 milligram codeine tablets are not in stock and will not be until Monday 12/04/23. The pharmacy does have 30 milligram tablets in stock. Communication with (V10, R145's Physician) resulted in new order for codeine sulfate 30 mg tablets, 1/2 tablet by mouth every 6 hours PRN (as needed) for moderate to severe pain (5-10). Script faxed to (V10) for completion and signature. Communicated new order with pharmacy and expected delivery of signed prescription from (V10) later today which will be forwarded to them upon receipt."</p> <p>R145's Progress Note, (dated 12/02/23 and timed 11:07 AM), documents the following: Received signed script from (V10, R145's Physician) and faxed to (contracted pharmacy).</p> <p>R145's Progress Note, (dated 12/02/23 and timed 01:32 PM), documents the following: Contacted (contracted pharmacy) to verify their receipt of resident's prescription. Representative verified receipt and stated that medication would be dispense from the pharmacy and delivered with tonight shipment.</p> <p>Undated statement written by V11 (contracted pharmacy Chief Operating Officer) documents the following regarding R1's admission, "The medication prescribed on 12/01/23 was OOS (out of stock), we called and informed nurse that we needed a new order for either a different pain med or to change to 30 milligram (take 1/2 tab), which came in on 12/02/23 late morning, and the</p> | S9999 | | |

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| S9999 | <p>Continued From page 5</p> <p>med went out on the evening run (12/02/23)."</p> <p>R145's Medication Administration Record, (dated 12/01/23 - 12/31/23), documents R145's first dose of Codeine was not administered until 12/03/23 at 08:51 AM. This same record documents R145 reported a pain level as high as 9 (severe pain) on a 1-10 pain scale.</p> <p>R145's Clinical Admission Evaluation Form, (dated 12/01/23), documents the following: R145 had vocal complaints of, "throbbing pain to lower back," and was rating the pain 8/10 on 12/01/23 at 07:43 PM.</p> <p>R145's Skilled Evaluation, (dated 12/02/23), documents the following: On 12/02/23 at 01:12 PM, R145 was verbalizing constant pain in her sacral area rating 7/10.</p> <p>On 12/06/23 at 11:00 AM, V1 (Administrator in Training) confirmed that R145 was admitted to the facility on the evening of 12/01/23 and did not receive the first dose of the Codeine pain medication that was ordered for nearly 40 hours after arriving to the facility. V1 stated, "(R145) should not have gone that long without her pain medication, especially with a fracture in her sacrum. I am sure that has to be very painful. We do not keep Codeine in the emergency backup medication box, so (V10 R145's Physician) should have been notified as soon as (R145) arrived. We can do better than this. What if something like this occurred with one of my family members? I would never want my grandmother sitting in pain for nearly two days."</p> <p>(B)</p> | S9999 | | |