

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008650	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 08/21/2024
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NAME OF PROVIDER OR SUPPLIER ARCADIA CARE JACKSONVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 1021 NORTH CHURCH STREET JACKSONVILLE, IL 62650
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S 000	Initial Comments Complaint Investigations: 2446327/IL176579 2446341/IL176597	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210a) 300.1210b) 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 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	S9999		

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

TITLE

(X6) DATE
09/08/24

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S9999	<p>Continued From page 1</p> <p>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>These requirements were not met as evidenced by:</p> <p>Based on interview, observation and record review, the facility failed to promote residents' dignity by addressing residents' needs timely for 4 of 5 residents (R2, R3, R4, R5) reviewed for dignity in the sample of 5. This failure resulted in R2 feeling humiliated after having to urinate in her water pitcher due to staff not assisting her.</p> <p>Findings include:</p> <p>1. On 8/16/24 at 8:55 AM, R2 was in her bed with a large cow bell and air horn at bedside. R2 stated the call lights are not working and haven't been for a while. R2 stated they are telling her that the part has been ordered and when it comes in, it will be installed but they haven't given her a</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>time frame for when that will occur. R2 stated they gave her a small bell to ring when she needed something, that didn't work, staff didn't come, so they gave her a pressure pad alarm to press to get staff's attention, that didn't work, staff still didn't come, so they gave her a larger cow bell and the staff still don't respond so she bought an air horn. R2 stated the staff don't come in her room unless they must, the only time she can get help is if she goes to her doorway and yells for staff. R2 stated there was one night, unsure of exact date, that she tried to get staff's attention at 2:30 AM and they didn't come until 4:00 AM, she had to urinate in her water pitcher, so she didn't have to urinate on herself. R2 stated about 2 or 3 days after that, she had a UTI (urinary tract infection) because she had to hold her urine for so long.</p> <p>On 8/20/24 at 9:40 AM, R2 stated when she was left in her urine and had to urinate in her water pitcher, this left her feeling humiliated. R2 stated that night, she had the smaller cow bell, and she isn't sure if staff heard it or not or just didn't respond to it. R2 stated they must keep her door closed because she was and is still on isolation for COVID. R2 stated the next day when she complained about it, she was given a pressure pad alarm and had the same problem, then they gave her the bigger cow bell to use. Surveyor left R2's room and moved about on the hallway, there was a resident going by in an electric wheelchair and R2's large cow bell could not be heard until the wheelchair passed and then it was audible but for only a few feet, it would have been unable to have been heard at the nurse's station. After the cow bell was rang, no one came into the room to see if anyone needed anything.</p> <p>R2's Face Sheet, undated, documents R2 has a</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>diagnosis of Fibromyalgia.</p> <p>R2's Minimum Data Set (MDS), dated 7/8/24, documents R2 has a Brief Interview for Mental Status (BIMS) score of 15, indicating R2 is cognitively intact, R2 requires substantial/maximal assist for toileting and is continent of bowel and bladder.</p> <p>R2's Care Plan, dated 7/10/24, documents R2 has an Activities of Daily Living (ADLs) self-care performance deficit and 8/8/24, R2 is on an antibiotic for UTI.</p> <p>R2's Progress Note, dated 8/7/24 at 11:00 AM, documents R2 has a UTI and will start Ciprofloxacin 500 milligrams (mg) twice daily for 7 days.</p> <p>2. On 8/16/24 at 10:05 AM, R3 was observed up in wheelchair in room, clean, dry and without odors. Hospice aid in room with resident making his bed. Cow bell on bedside table. R3 stated the call system is not working, so they gave him a bell to use but the staff doesn't answer when he rings it. R3 stated he has had to call hospice to have them call the front desk so he could get help.</p> <p>R3's Face Sheet, undated, documents R3 has a diagnosis of CHF (Congestive Heart Failure), COPD (Chronic Obstructive Pulmonary Disease) and UTI.</p> <p>R3's MDS, dated 6/5/24, documents R3 has a BIMS score of 15, indicating R3 is cognitively intact, requires substantial/maximal assist with toileting, is occasionally incontinent of urine and frequently incontinent of bowel.</p> <p>R3's Care Plan, dated 5/24/24, documents R2</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>has an ADL self-care performance deficit.</p> <p>3. On 8/16/24 at 10:25 AM, R4 was observed in room in bed, cow bell on bedside table. R4 stated the call lights don't work so they must use a bell, and no one comes in when they do use it. R4 stated they must yell for help, but they don't come in the room unless they must for meals, medications, etc. R4 pointed to her breakfast meal on her table that still needed picked up by the CNAs (Certified Nursing Assistant) but hadn't been because they haven't been in there since they dropped it off earlier this morning. R4 stated her family would have never put her here if they knew how she was being treated, it's more like a psych ward than a nursing home.</p> <p>On 8/20/24 at 9:45 AM, R4 was observed in room. R4 stated it is still a problem getting her cow bell to be answered with the door closed. R4 stated the door must be closed because she is still on isolation for COVID. Surveyor asked R4 to ring the small cow bell once the surveyor shut the door. Small cow bell was audible in the hallway but again only for a few feet and was not audible at the nurse's station.</p> <p>R4's Face Sheet, undated, documents R4 has a diagnosis of COPD, OA (Osteoarthritis) and Fibromyalgia.</p> <p>R4's MDS, dated 7/23/24, documents R4 has a BIMS score of 15, indicating R4 is cognitively intact, requires supervision or touch assist with toileting, is occasionally incontinent of urine and continent of bowel.</p> <p>R4's Care Plan, dated 4/2/24, documents R4 has an ADL self-care performance deficit.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>4. On 8/16/24 at 2:25 PM, R5 was observed in room in bed with a cow bell on bedside table. R5 stated the call light had a short circuit and isn't working, so she must use that bell to get help. R5 stated staff don't come when you ring it, but they didn't come before when they used the call light either. R5 stated she is clean and dry at this time but has had to sit in her urine for a long time because staff won't come to help her.</p> <p>R5's Face Sheet, undated, documents R5 has a diagnosis of Cerebrovascular Disease, OA, and COPD.</p> <p>R5's MDS, dated 5/13/24, documents R5 has a BIMS score of 14, indicating R5 is cognitively intact, is dependent with toileting and is frequently incontinent of bowel and bladder.</p> <p>R5's Care Plan, dated 11/5/23, documents R5 has an ADL self-care performance deficit.</p> <p>On 8/20/24 at 10:15 AM, V1 (Administrator) stated the call light system has not been fixed, they are still waiting on the part. V1 stated the residents are still utilizing the cow bells in place of the call lights.</p> <p>On 8/20/24 at 10:20 AM, V10, (RN-Registered Nurse), stated sometimes you can hear the cow bells at the nurse's station, depending on how hard they are rung by the resident, but they are mostly heard on the hallways.</p> <p>On 8/20/24 at 11:50 AM, V1 stated on top of using the cow bells while the call light system is down, they have also implemented 15-minute checks on residents that cannot use the cow bell and staff have been doing extra rounding. V1 stated R2 had voiced concerns when the COVID</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>outbreak started that staff were not responding to the cow bell and she was not receiving care timely. V1 stated R2 voiced that she wasn't sure if it was because the staff couldn't hear it or they were just not responding, so she was given a bigger cow bell, air horn and pressure pad alarm to use when needing assistance.</p> <p>On 8/20/24 at 12:50 PM, V3 (Maintenance Director) stated the call light system is still down, it has been down since 8/4/24. He emailed regarding the part that was ordered and was told that they don't have an estimated date for delivery, but as soon as it is delivered, he will install it. V3 stated they continue to use the cow bells for the residents and staff are always on the hall monitoring them, so they know if they need anything.</p> <p>The Resident Rights Policy, dated 8/2017, documents the following: The purpose of the policy is to promote the exercise of rights for each resident. Residents have a right to dignity and respect.</p> <p>(B)</p>	S9999		