

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006670	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 10/23/2024
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NAME OF PROVIDER OR SUPPLIER SYMPHONY NORTHWOODS	STREET ADDRESS, CITY, STATE, ZIP CODE 2250 PEARL STREET BELVIDERE, IL 61008
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S 000	Initial Comments Annual Health Licensure Certification	S 000		
S9999	Final Observations Statement of Licensure Violations 1 of 2 300.610a) 300.1210b) 300.1210c) 300.1210d)2 300.1210d)5 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		

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

TITLE

(X6) DATE
11/07/24

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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>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</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>5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24-hour, seven-day-a-week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing.</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on interview and record review the facility failed to identify pressure injuries prior to a stage 3 for a resident at risk for pressure with a history of pressure (R1). This failure resulted in a delay in assessing and obtaining treatment orders to prevent pressure injuries from worsening for R1. The facility failed to ensure pressure interventions were in place for a resident with a left heel pressure injury (R72). This applies to 2 of 5 residents (R1, R72) reviewed for pressure injuries</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>in the sample of 18.</p> <p>The findings include:</p> <p>1.) R1's self -care deficit care plan initiated on 6/5/23 shows R1 requires extensive to total staff dependence with incontinence care, personal hygiene, bed mobility, and transferring. R1's skin integrity care plan initiated on 6/29/24 and revised on 9/27/24 shows she is at risk for impaired skin integrity due to cognitive impairment, immobility and nutrition. The care plan identified that R1 currently has pressure injuries to her left buttock, left hip and left shoulder.</p> <p>R1's Pressure Risk Assessment (Braden scale) completed on 8/12/24 by V12 (former Wound Care Nurse) shows R1 scored a 12 and is at high risk for pressure. The assessment shows that skin should be observed and assessed regularly.</p> <p>A Wound Evaluation and Management Summary completed by V7 (Wound Care Physician) on 9/13/24 shows R1 had a stage 3 pressure injury to her left hip which was healed on 9/13/24. The summary does not show any additional pressure injuries for R1 on 9/13/24.</p> <p>A Wound Care noted completed on 9/21/24 shows that R1 was assessed head to toe and had no acute skin alterations.</p> <p>A nursing progress notes for R1 completed by V13 (LPN) on 9/24/24 states, "This nurse observed an open skin area to the hip on the resident. Open sore to hip dark discolored area in center, beefy red tissue surrounding. Acute skin alteration noted to right/left buttocks. Area assessed and foam dressing per wound care</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>nurse."</p> <p>A Wound Assessment Details Report for R1 completed on 9/25/24 by V12 (former Wound Care Nurse) shows R1 had the following new pressure injuries identified:</p> <ol style="list-style-type: none"> 1. Right Buttock- Stage 2 measuring 1.00 cm. (Centimeters) x 1.00 cm x 0.10 cm. (LxWxD/length width and depth) 2. Left Buttock- Stage 2 measuring 1.0 cm. x 1.5 cm. .10 cm. 3. Left Buttock- unstageable measuring 0.5 cm. x 0.5 cm. x unknown depth 4. Right Trochanter (hip)- unstageable measuring 1.50 cm. x 3.40 cm. x .10 cm. this wound is described as 80% pink or red tissue with non-granulating to the skin and 20% of the wound bed necrotic (dead tissue). The picture on the wound assessment clearly shows the black center of the wound bed. 5. Right hip- Stage 1 measuring 7.00 cm. x 5.00 cm. x 0.00 cm. 6. Left Shoulder- Stage 1 measuring 3.00 cm. x 3.00 cm. x 0.00 cm. <p>On 9/27/24 V7 (Wound Care Physician) saw R1 and documented the following pressure injuries with his revised/current stages and additional wounds identified.</p> <ol style="list-style-type: none"> 1. Left hip a full thickness pressure injury (no left hip pressure injury was documented by V12 on 9/25/24) identified as a stage 3 measuring 3.0 cm x 1.9 cm. x 0.2 cm. This wound is described as having 20% thick adherent devitalized necrotic tissue to the wound bed that required debriding and removal on 9/27/24 by V12, and 20% slough tissue with 60% viable tissue. 	S9999		

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S9999	<p>Continued From page 4</p> <p>2. Left lower medial buttock a full thickness pressure injury a stage 3 measuring 1.0 cm. x 0.6 cm. x 0.2 cm. this wound also required debridement by V12 on 9/27/24.</p> <p>3. Left upper medial buttock a full thickness pressure injury a stage 3 measuring 3.0 cm. x 1.1 cm x 0.2 cm.</p> <p>4. Right upper medical buttock partial thickness pressure injury a stage 2 measuring 0.5 cm. x 0.5 cm. x 0.10 cm.</p> <p>5. Right lower buttock partial thickness pressure injury a stage 2 measuring 1.4 cm. x 1.0 cm. x 0.10 cm.</p> <p>6. Right hip partial thickness pressure injury a stage 2 measuring 4.2 cm. x 3.5 cm x 0.1 cm.</p> <p>On 9/27/24, V12 identified treatment orders for all wounds listed above to be leptospermum honey with a gauze island bordered dressing to be changed daily and PRN (as needed).</p> <p>On 10/22/24 at 9:23 AM, V3 (Wound Care Nurse) said the former wound care nurse V12 was let go at the facility on 9/25/24 and she was appointed the facility wound care nurse that same day. V3 said she came into the new wounds with R1 and would do her best to answer questions relative to the wounds. V3 said ideally pressure injuries are discovered as a stage 1 and CNA's (Certified Nursing Assistants) should immediately report skin changes to the nurses who should assess the wounds and immediately call for treatment orders. V3 said skin checks should be completed on shower days, when CNA's provide turning and re-positioning and incontinence care to residents. V3 confirmed R1 is a resident who is completely dependent on staff for her cares including re-positioning and incontinence cares. V2 (Director of Nursing) requested to be and was present and collaborated with V3 during the</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>interview about R1's wounds. V2 verified that 6 new wounds were discovered on R1 between 9/24- 9/27 when V7 saw R1.</p> <p>On 10/22/24 at 12:39 PM, V7 (Wound Care Physician) said pressure injuries found past a stage 2 are a little late to the game being identified, especially wounds with necrotic tissue in the wound beds because these wounds are now advanced and more difficult to heal and don't just happen overnight. V7 said that is on the nurses and CNA's for not identifying these wounds sooner if they are providing care to the patient and doing incontinence cares and turning them regularly they should be noticing the areas sooner, multiple stage 3 pressure injuries being identified and pressure injuries to both sides of the body is concerning. V7 said even though R1 had co-morbidities that would contribute to her developing the wounds since she was on hospice he feels sometimes residents on hospice do not get the same care as non hospice residents because the assumption is they are going to die so additional care and treatment sometimes is not done.</p> <p>On 10/23/24 at 8:44 AM, V6 (CNA) said R1 has been totally dependent on staff for her cares for months. V6 said turning and repositioning and incontinence care should be provided for residents every 1-2 hours and skin should be assessed at that time and any abnormalities including pink or redness should be immediately reported to the nurse.</p> <p>On 10/23/24 at 10:36 AM, V2 said that R1 had tested positive for Covid on 9/16/24 and that staff should have been in the room a lot. V2 also verified that as of 9/13/24 R1 had no active pressure injuries on her body.</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>The facility provided Skin Care Prevention policy revised on 10/16 shows residents will be evaluated daily for changes in their skin condition and dependent residents will be assessed during cares for any changes in skin including redness.</p> <p>2.) R72's care plan shows she has an active stage 4 pressure injury to her left heel, and requires extensive staff assistance with turning and re-positioning. R72's Pressure Risk Assessment History (Braden Scale) shows she scored a 12 which is high risk to develop a pressure injury.</p> <p>A Wound Assessment Details Report completed by V3 (Wound Care Nurse) on 10/16/24 shows she has a healing stage 4 pressure injury and the plan of care is for protective heel boots to be worn.</p> <p>On 10/21/24 at 9:09 AM, V8 and V9 both (CNA's) put R72 to bed. After they were finished with her care they covered her up and left her heels flat against the mattress with no heel protectors on or pillow under her heels offloading them. On 10/21/24 at 11:18 AM, R72 was still in bed with her heels flat against the mattress and not offloaded.</p> <p>On 10/21/24 at 11:14 AM, V3 said for residents at risk for pressure or who have pressure they use offloading of heels with a pillow or heel protectors. On 10/22/24 at 9:50 AM, V3 said she was not aware of R72 not having her heels off loaded but she should have because she does have a current pressure injury.</p> <p>On 10/23/24 at 8:44 AM, V6 (CNA) said R72 has</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>heel protectors that she should have on when she is in bed or up in her wheelchair.</p> <p>The facility provided Skin Care Prevention policy with a revised date of 10/16 shows residents at risk for skin breakdown will have their heels off loaded off the bed surface.</p> <p>(B)</p> <p>Statement of Licensure Violations 2 of 2</p> <p>300.610a) 300.1210b) 300.1210d)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 300.1210 General Requirements for Nursing and Personal Care</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</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>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>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>These Requirements were NOT MET as evidenced by:</p> <p>Based on interview and record review the facility failed to notify the dietician in a timely manner of a resident with a significant weight loss of 8 lbs. (pounds) 6.2% in one month. This failure resulted in a delay in dietary interventions being implemented and an additional 3.4 lb. 2.81% weight loss in one week. This applies to 1 of 18 residents (R77) reviewed for weight loss in the sample of 18.</p> <p>The findings include:</p> <p>R77's face sheet shows she was admitted to the facility on 9/21/24 and has diagnoses including cognitive communication deficit, other disorders of the brain, need for assistance with personal cares, and dysphagia.</p> <p>R77's weight summary sheet shows she weighed</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>129.2 lbs. on 9/21/24 on 10/14/24 she weighed 121.2 lbs. which is an 8 lbs. 6.2% significant weight loss in 24 days. From 10/14/24 she weighed 121.2 lbs. and on 10/21/24 she weighed 117.8 lbs. which was an additional 3.4 lbs. 2.81% weight loss in 7 days.</p> <p>R77's Dietary Review note completed by V4 (Dietician) on 10/22/24 states, "I was notified by DON {V2} on the evening of 10/21/24 that resident {R77} has lost weight as of 10/14. Res. latest weight 117.8# does indicate an 8.6% significant weight x 1 month." Interventions added for R77 include a high calorie drink 120 milliliters (ml.) QID (four times a day), and double portions at lunch and dinner.</p> <p>R77's active Physician Order Summary shows an order for dietary consultation as needed and shows the order for double portions at lunch and dinner and a high calorie drink 120 ml four times a day were added on 10/22/24. R77's nursing progress notes do not show that R77's physician was contacted about her weight loss prior to 10/22/24.</p> <p>On 10/22/24 at 9:40 AM, V2 (Director of Nursing) said she notified V4 last evening of R77's significant weight loss. V2 said she is new to the facility and was not sure of the process for nurses reporting weight loss to the dietician.</p> <p>On 10/22/24 at 10:41 AM, V4 said she was not notified about R77's significant weight loss until the evening of 10/21/24. V4 said she pulls the facility weights at the beginning of each month to review weight loss, and ideally the facility should be notifying her immediately of any significant weight loss in between so she can implement interventions. V4 said if she was notified sooner</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>she would have initiated the same interventions.</p> <p>On 10/23/24 at 8:48 AM, V5 (Licensed Practical Nurse/LPN) said when a resident has weight loss the nurse should notify the unit manager and also the Nurse Practitioner.</p> <p>The facility provided Weight Change Investigation policy with a review date of 7/14 shows the purpose of the policy is to investigate significant or insidious weight changes. The weight investigation will be initiated with a significant weight change of 5% or more in one month. Once the weight change is identified the facility will contact the dietician and health care provider for interventions.</p> <p>(B)</p>	S9999		