

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004550	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/30/2024
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NAME OF PROVIDER OR SUPPLIER ALIYA OF PALOS PARK	STREET ADDRESS, CITY, STATE, ZIP CODE 12220 SOUTH WILL COOK ROAD PALOS PARK, IL 60464
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S 000	Initial Comments Complaint Survey: 2398501/IL165399, 2398763/IL165735, & 2398429/IL165322	S 000		
S9999	Final Observations Statement of Licensure Violations 1 of 2 300.1035 300.1210b) 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 resident to meet the total nursing and personal care needs of the resident. Section 300.1035 Life-Sustaining Treatments 2) "Life-sustaining treatment" means any medical treatment, procedure, or intervention that, in the judgment of the attending physician, when applied to a resident, would serve only to prolong the dying process. Those procedures can include, but are not limited to, cardiopulmonary resuscitation (CPR), assisted ventilation, renal dialysis, surgical procedures, blood transfusions, and the administration of drugs, antibiotics, and artificial nutrition and hydration. Those procedures do not include performing the Heimlich maneuver or clearing the airway, as indicated.	S9999		

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

TITLE

(X6) DATE
02/14/24

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S9999	<p>Continued From page 1</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on interviews and records reviewed the facility failed to ensure one resident's airway (R4) with a tracheostomy was free of obstruction by not removing the inner cannula during Cardiopulmonary Resuscitation (CPR) attempts. This affected one of three (R4) residents reviewed for emergency management. This failure resulted in R4 remaining in respiratory distress and the facility was unable to locate a spare trach tube to provide emergency oxygen during a Code Blue. R4 was transported to the local emergency room and pronounced deceased on the same day.</p> <p>Findings include:</p> <p>R4 was 87 years with diagnosis including, but not limited to Acute Bronchitis, Dysphagia, Chronic Respiratory Failure, Vascular Dementia, Tracheostomy, and Gastrostomy status.</p> <p>On 1/2/24 at 1:35PM V4, Licensed Practical Nurse (LPN), said I went to R4's room and asked if she is ok, V4 said R4 didn't say anything. V4 said I did not see a reason to suction R4 when I entered the room. V4 said R4 displayed an oxygen saturation of approximately 70%. V4 said V2, Registered Nurse (RN), suctioned R4. V4 said R4's "head got clammy." V4 clarified, R4's forehead got sweaty. V4 said R4 got worse, and I started Cardiopulmonary Resuscitation, CPR. V4 said I started chest compressions and R4 had a faint pulse. V4 said V2 grabbed the "suction thing" and stuck it in the tracheostomy (trach) when she pulled it out, it was clear. On a follow up interview on 1/4/24 at 1:04PM V4 said I am not</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>sure if V2 took out the inner trach tube before we coded R4, I am not that familiar with the stuff. V4 said I did not remove the inner cannula. V4 said I stayed in the room the entire time of the code and when the paramedics arrived. V4 said the paramedics were asking for a new tube. V4 said V2 left the room to look for a tube. V4 said then R4's daughter came in and she gave the paramedics a tube from a box, V4 said we didn't know the daughter had the box.</p> <p>On 1/2/24 at 1:51PM V2, Registered Nurse, said V4 notified me R4 was short of breath. V2 said I suctioned R4 and she was clear. V2 said V4 checked R4's vitals and they were low. V2 said we called 911 and called a full code. On follow up interview at 3:05PM, V2 said R4 oxygen saturation level was maybe in the 80s, it is low. V2 said R4 was on oxygen continuously by a regular cannula attached to the tracheostomy site. V2 said I suctioned R4 because its automatic for me, maybe she has a blockage that is causing shortness of breath. V2 said then I turned on the suction machine. V2 said no blood came out, nothing came out when I suctioned. V2 said then I tried the stick like, harder tube to suction her mouth. V2 said there was not even saliva in R4's mouth. V2 said during this R4's saturations kept going down. V2 said "I know trach care, it's not new for me." V2 said no one had trained me at the facility with trach care. V2 said I made sure the oxygen was on and connected to R4. V2 said during the code I used the resuscitation bag located in the room and attached it to the oxygen tank from the crash cart to give 100% oxygen. I held the resuscitation bag during the code. At 3:40PM V2 called the surveyor and said, "I remember now, R4 had a nasal cannula she did not have oxygen connected to her trach collar for oxygen delivery." On 1/4/24 at 11:20AM V2 said</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>the paramedics arrived and asked for an inner cannula for R4. V2 said we could not find it in the drawer. V2 said I had to go to the stock room and the supply room to look for a trach tube. V2 said the paramedics did not tell me why the inner tube needed to be changed. V2 said while she was searching for an inner cannula someone told her they found one, V2 said she was not told where it was found. V2 said she never found an inner cannula while she was searching.</p> <p>On 1/3/24 at 2:35PM V15, RN, said when I arrived to R4's code I did not see staff suction R4.</p> <p>On 1/4/24 at 11:30PM V18, R4's family said she arrived at the facility around 11:30AM on 10/8/23. V18 said when she entered R4's room the paramedic asked if there is another tube (inner cannula) around. V18 said I heard a nurse say I don't know, if there was it was probably locked up with therapy services. V18 said I went to the cabinet and then to the drawer and the inner cannula was there. V18 said I removed my mother's inner cannula and "it was clogged with mucus." V18 said you could not see thru the inner cannula that had been removed. V18 said I found out one day after my mother's admission to the facility that R4 was their first trach patient. V18 said the staff did not have the skills to take care of a tracheostomy patient.</p> <p>On 1/4/24 at 12:10PM V19, Respiratory Therapist, said I was seeing R4 because she is a trach patient. V19 said the Airvo is a heated humidification device, it heats the airway. This device is used to make sure her secretions are thin, not thick and to prevent plugging. V19 said this device can deliver oxygen with a separate device or a tank if connected. V19 said when I saw R4 she did not have oxygen in the room. V19</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>said to determine if suctioning is needed, we listen to the lung sounds or if we audibly hear it. V19 said if clear and no sounds, they don't need suctioning. V19 said R4 had an as needed (PRN) suction order. V19 said protocol is to have resuscitation bag and spare tube for emergency purposes in the room. V19 said R4 had a #4 inner cannula. V19 said when a patient with a trach has respiratory distress, we check the airway, remove the inner cannula, suction, check oxygen, and apply oxygen. V19 said to check the trach site we remove the inner cannula, if the cannula is clean, we put it back in and then attempt to suction. V19 said if the trach tube is clogged it will stop you or you feel it resist in the suction tube. V19 reviewed the physician orders and the progress notes and said R4 did not have orders for oxygen. V19 said if the order for oxygen was changed, I should have been made aware. V19 approached the surveyor and said we think the nurses were documenting 10 liters of oxygen for R4 but meant flow rate. V19 said they don't understand the difference, but they should.</p> <p>On 1/4/24 at 1:44PM V21, Certified Nursing Assistant (CNA), said on 10/8/23 I heard a code blue and ran to R4's room. V21 said the first thing I saw was R4 was out of color, like she lost color, she seemed out of it. V21 said the nurses had trouble placing the resuscitation bag on R4. V21 said during the code blue V2 left the room to get something. V21 said I heard the paramedics saying they were having difficulty, and something was blocking the tube.</p> <p>On 1/5/24 at 9:21AM V5, Director of Nursing, said I was told about R4's code. V5 said I was told V2 could not get the oxygen connected to resuscitation bag and there was panic over getting the resuscitation bag to connect to the</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>tracheostomy. V2 said Emergency equipment for a tracheostomy needs to be available, a resuscitation bag, suction equipment at bedside, a trach tube, and supplemental oxygen, at the bedside. V5 said during an emergency, I would remove the inner cannula and check for clogs. V5 said at times R4 would develop mucus plugs and not be able to cough or clear them. V5 said during the code blue the nurses should have pulled out R4's inner cannula and checked it.</p> <p>On 1/9/24 at 1:59PM V24, Paramedic, said when we arrived to work on R4 we asked for a new trach tube, because we were unable to establish an airway. V24 said when we asked one nurse just shrugged her shoulder and the other left the room. V24 said oxygen tank the facility was using was not turned on. V24 said I told the nurse at the facility the tank was not on. V24 said the daughter removed R4's trach tube and inserted the new one. When the old tube was removed we could see it was clogged and that it was "rock hard" clog.</p> <p>Review of Progress notes for 10/8/23 for R4. Removal of the trach tube to check for clogs was not documented.</p> <p>Review of Progress notes on 10/8/23 states with oxygen; 10/6 R4 on 10 Liters oxygen; on 10/5 R4 at 10 Liters.</p> <p>Review of Physicians orders for October has no Oxygen orders.</p> <p>R4's hospital records including paramedic run sheet dated 10/8/23 documents at patient at 11:42AM. Crew tried to bag patient and met with great resistance. Crew asked nurses to change the port tube for the trach, and they had to find</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>someone to do it. Crew unable to vent patient appropriately due to how clogged the tube was. Crew tried to suction the trach but was unable to clear it. Crew also notes, the facility staff was trying to bag without the oxygen cylinder on. Patients' daughter stepped in to assist in replacing the trach tube due to facility staff nowhere to be found and crew did not know where the supply was.</p> <p>Hospital records documents on History of Present Illness: paramedics were called and changed out the trach due to a noted obstruction on their arrival.</p> <p>Hospital emergency room records 10/8/23 at 12:22PM document patient has a trach that per EMS "was so clogged we were pulling out chunks."</p> <p>Hospital records state time of death was called 10/8/23 at 12:54PM.</p> <p>Review of the facility records for CPR cards. V21 and V22 Cards were dated 1/4/23 and 1/5/23. The facility provided a list of staff without current CPR cards for V29-V31 and V23.</p> <p>Trach care in services signature logs provided by the facility does not include V2's signature.</p> <p>Tracheostomy Care policy dated 1/2023 states remove inner cannula and insert new cannula.</p> <p>Nurse Essential Duties include remain current in facility policies, procedures, and nursing trends by participating in in-service. Document nursing care rendered, resident response, and all pertinent necessary data. Adhere to all facility and department safety policies and procedures.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>Facility Assessment Tool dated 3/1/22 does not identify Respiratory Therapy Services. Tracheostomy Care list 0 number/average or range of residents. The facility undated CPR Card policy states The facility will ensure that an adequate amount of CPR certified staff is always in the facility to perform CPR in the case of a medical emergency. Recertification is required prior to expiration, failure to recertify prior to expiration will exempt staff from participating in CPR during emergencies. Copy of staff's CPR card will be filed in the HR office.</p> <p>(AA)</p> <p>Licensure Violations 2 of 2</p> <p>300.610a) 300.1210b) 300.1210d)2 300.1210d)5</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>	S9999		

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S9999	<p>Continued From page 8</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 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>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 observation, interview and record review the facility failed to follow physician orders and implement wound care treatment for a</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>resident with a noted stage 2 pressure sore. This affected one of three residents (R1) reviewed for pressure sores. This failure resulted in R1's wound worsening requiring debridement and progressing to a stage 3.</p> <p>Findings include:</p> <p>R1 face sheet shows R1 has diagnosis of weakness, diabetes mellitus.</p> <p>On 1/9/23 at 1:00pm V5 (director of nursing) presents document dated 9/6/23 denoting R1 skin color, texture, turgor normal. No rashes or lesions.</p> <p>On 1/9/23 at 11:13am V9 (wound care coordinator) said the nurse documented that R1 was admitted on 9/8/23 with a wound, V9 said when she assessed R1 on 9/11/23 R1 did not have any skin issue, R1 skin was intact. V9 said she can't explain the documentation of the nurse. V9 said on 9/16/23 the floor nurse informed her that R1 had skin issue on her tail bone. V9 said the floor nurse got an order for hydrocolloid. V9 said on 9/18/23 she assessed R1 and R1 had a small stage 2 pressure sore. V9 described the tissue was pink and the wound was superficial. V9 said the hydrocolloid treatment continued. V9 said hydrocolloid was appropriate for the stage 2. V9 said R1 was seen by the wound doctor on 9/22/23 and the wound doctor ordered zinc, medi-honey, and calcium alginate and foam dressing. V9 said hydrocolloid is used for protection of the wound. Medi-honey is used for debridement. R1 MAR (Medication Administration record) TAR (Treatment administration record), POS) physician order sheet) and wound care progress notes reviewed with V9, V9 said she don't see the order for zinc, V9 said she don't see</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>the order for benzoin, V9 said she don't see an order for calcium alginate. V9 said she is responsible transcribing the wound care treatment orders when she receives them from the wound care physician. V9 explained she don't know what happened with transcribing the treatment order for zinc, calcium alginate, and benzoin. V9 said she was doing R1 wound treatment daily when she worked, V9 was asked how she ensured that she verified and implement the correct treatment orders daily if they were not listed on R1's TAR (treatment administration record) and R1's POS (physician order sheet). V9 did not give response. V9 said calcium alginate is used for absorption of drainage but allow for moisture to remain, V9 said calcium alginate also debrides the wound. R1 wound assessment reviewed with V9, V9 was asked what the treatment plan was when the wound was identified on 9/11/23, V9 said the nurse got order for hydrocolloid, R1 POS reviewed with V9 denoting hydrocolloid was ordered on 9/18/23, V9 was ask, what the treatment plan was when the wound was identified on 9/1123, V9 said hydrocolloid. R1 TAR reviewed with V9, V9 verified that her initials were listed once on R1 TAR on 9/18/23. V9 was asked how she ensured that other nursing staff implemented the correct wound treatment to R1, if R1 POS and TAR does not have all the wound treatment orders listed. V9 said she don't know what benzoin was. V9 said the electronic record (PCC) is the only place she documents wound treatment administration. V9 said all orders should be documented on the physician order sheet (POS).</p> <p>Upon exit of this survey the facility failed to present supporting orders/documentation denoting that a wound treatment plan was initiated for R1 on 9/11/23 when the pressure</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>ulcer was identified.</p> <p>On 1/9/23 at 1:16PM V25 (wound care physician) said the facility should follow wound care treatment orders as prescribed. V25 said calcium alginate is used for wound drainage.</p> <p>R1 admission assessment dated 9/8/23 denotes R1 has a "wound". There is no description of wound, no measurements of the wound, no location of the wound. V5 (Director of Nursing) name is identified as the person that signed/completed the admission assessment for R1.</p> <p>On 1/9/23 V5 (director of nursing) presents document dated 8/26/23 denoting R1 had a superficial wound to bilateral gluteal area, prior to admission, at 1:00pm V5 presents document dated 9/6/23 that R1 skin color, texture, turgor normal. No rashes or lesions.</p> <p>On 1/10/24 V5 (Director of Nursing) denied completing R1 admission assessment, V5 said she may have filled in the information that was missing. V5 said she should not electronically sign documents that she did not complete. V5 said she don't know what missing information that she filled into R1 admission assessment.</p> <p>R1 wound assessment detail report dated 9/18/23 denotes in-part date identified 9/11/23, pressure alteration, present on admission, clinical stage 2, pink or red non granulating 100%, wound edges distinct and attached, size 1.30 centimeters (cm) x 1.30cm x 0.10cm (L x W x D) (length x width x depth) area 1.69cm squared. Wound bed is clean at this time. Wound care will continue to treat and monitor. Reassessment to be completed in one week. Wound MD is to follow this Friday.</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6004550	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/30/2024
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NAME OF PROVIDER OR SUPPLIER ALIYA OF PALOS PARK	STREET ADDRESS, CITY, STATE, ZIP CODE 12220 SOUTH WILL COOK ROAD PALOS PARK, IL 60464
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S9999	<p>Continued From page 12</p> <p>R1 wound assessment detail report dated 9/26/23 denotes in-part date identified 9/11/23, pressure alteration, present on admission, clinical stage 2, pink or red non granulating 80%, slough loosely adherent 20%, wound edges distinct and attached, size 5.50 centimeters (cm) x 4.00cm x 0.10cm (L x W x D) (length x width x depth) area 22.00cm squared. Wound has increased in size and tissue is declining. Wound care will continue to treat and monitor. Reassessment to be completed in one week.</p> <p>R1 wound assessment detail report dated 10/4/23 denotes in-part date identified 9/11/23, pressure alteration, present on admission, clinical stage 2, pink or red non granulating 30%, slough loosely adherent 60%, necrotic soft 10%, wound edges distinct and attached, size 7.00 centimeters (cm) x 8.00cm x 0.20cm (L x W x D) (length x width x depth) area 56.00cm squared. Wound has increased in size and tissue is declining. Wound care will continue to treat and monitor. Reassessment to be completed in one week.</p> <p>R1 wound care progress notes completed by V25 (wound care doctor) denotes in-part pressure ulcer, sacral pressure ulcer, stage 2, treatment the plan for the pressure ulcer is to clean the aera with normal saline and the peri wound area with wound cleanser. Peri-wound skin treatment: benzoin, zinc oxide 20%. Wound filler: Medi honey. Primary dressing: calcium alginate. Secondary dressing: foam. This treatment will be done 3 times per week as needed. Today's treatment will be performed by the wound care team and other care perform by staff and the staff of the facility. The pressure ulcer was not debrided. Plan of care discussed with facility staff and patient.</p>	S9999		

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S9999	<p>Continued From page 13</p> <p>R1 POS (physician Order sheet) dated 9/16/23 denotes orders for cleanse sacral ulcer with NS (normal saline), pat dry, and apply hydrocolloid dressing Q (every) 72 hours and PRN (as needed) for sacral ulcer. Order date 9/16/23, start date 9/16/23.</p> <p>R1 POS (physician Order sheet) dated 9/26/23 denotes orders for cleanse sacral ulcer with NS (normal saline), pat dry, and apply medi-honey with foam dressing, every 72 hours for sacral ulcer. Order date 9/26/23, start date 9/26/23.</p> <p>Review of R1 POS there is no wound care treatment orders noted prior to 9/16/23, although R1 wound assessment details denotes R1 wound was identified on 9/11/23.</p> <p>R1 POS (physician order sheet) does not denote orders for calcium alginate, R1 POS does not denote orders for zinc 20%, R1 POS does not denote orders for benzoin. R1 POS denotes R1 Medi-honey treatment was ordered on 9/26/23, four days after ordered by the wound care doctor.</p> <p>R1 TAR (treatment administration record) for September 2023 and October 2023, there is no treatment documented for calcium alginate, there is no treatment documented for zinc 20%, there is no treatment documented for benzoin.</p> <p>Facility policy titled skin prevention dated 1/2023 denotes in-part all residents will receive appropriate care to decrease the risk of skin breakdown. The nursing department will review all new admissions/readmissions to put a plan in place for prevention based on the resident's activity level, comorbidities, mental status, risk assessment and other pertinent information.</p>	S9999		

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S9999	<p>Continued From page 14</p> <p>Facility policy titled physician orders dated 2/203 denotes in-part drugs will be administered only upon a clean, complete and signed order of a person lawfully authorized to prescribe. Documentation of the medication order: each medication order is documented in the resident's medical record with the date and signature of the person receiving the order. The order is recorded on the physician order sheet and the Medication Administration Record (MAR) or Treatment Administration Record (TAR).</p> <p>(B)</p>	S9999		