

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002273	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 05/24/2024
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NAME OF PROVIDER OR SUPPLIER CRESTWOOD TERRACE	STREET ADDRESS, CITY, STATE, ZIP CODE 13301 SOUTH CENTRAL AVENUE CRESTWOOD, IL 60445
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S 000	Initial Comments Investigation of Facility Reported Incident of 4/21/24/IL173150 4/19/24/IL172566	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210a) 300.1220b)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 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	S9999		

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

TITLE

(X6) DATE
06/17/24

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S9999	<p>Continued From page 1</p> <p>meet the resident's medical, nursing, and mental 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>These regulations were not met as evidence by:</p> <p>Section 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and modified in keeping with the care needed as indicated by the resident's condition. The plan shall be reviewed at least every three months.</p> <p>Based on interview and record review the facility failed to provide effective supervision to monitor and intervene before a resident-to-resident verbal altercation escalate into an avoidable physical altercation. This affected two of four residents reviewed for supervision and monitoring. This failure resulted in R1 and R2 having a verbal</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>disagreement escalating into a physical altercation resulting in R1 observed with bleeding at back of head, R1 sent to hospital diagnosis with subdural hematoma and facial contusions.</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 regulations were not met as evidenced by:</p> <p>Based on interview and record review the facility failed to provide effective supervision to monitor and intervene before a resident-to-resident verbal altercation escalate into an avoidable physical altercation. This affected two of four residents reviewed for supervision and monitoring. This failure resulted in R1 and R2 having a verbal disagreement, escalating into a physical altercation, resulting in R1 observed with bleeding at back of head. R1 was sent to hospital with diagnosis of subdural hematoma and facial contusions.</p> <p>Findings include:</p> <p>R1 face sheet shows R1 has diagnosis of mild intellectual disabilities, disruptive mood dysregulation disorder, impulsive disorder and schizophrenia. R1's quarterly MDS assessment dated 4/18/24 section C for cognitive pattern denotes a score of 8 (cognitive impairments), section E for behavior, potential indicators of psychosis denote hallucinations and delusions. Zero (behavior not exhibited) is noted for physical behavioral symptoms directed towards others and zero (behavior not exhibited) is noted for behavioral symptoms not directed toward others.</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>Facility final report sent to the department dated 4/26/24 denotes in-part R1, R2 resident to resident altercation, date of incident 4/21/24, time of occurrence 10:00am, location of incident resident room, immediate action taken resident separated and monitored, residents assessed for injuries, MD (medical doctor) notified, family notified, administrator notified, investigation initiated. Brief description of original allegation: resident R2 reported that co-resident R1 approached him stating that he was Muhammad Ali and that he would fight him, R2 reported being hit by co-resident. Residents were separated both residents were placed on increased monitoring. The facility started an investigation. Medical doctor and families' guardians notified. No injuries. Both residents declined a police report. R1 is alert with a BIMs (brief interview mental status) score of 15 and is able to make his needs known. R1 displays behaviors related to his diagnosis. R1 presents with increased agitation, hallucinations, verbal delusions and physically aggressive with staff and peers. R1 is medication compliant and attends groups and activities. All behaviors are addressed in his plan of care. R2 is alert with a BIMS of 15 and is able to make his needs known. Resident displays behaviors related to his diagnosis. R2 presents with increased agitation, verbalized delusional thoughts, isolative behavior and physical aggression. R2 is medication compliant and attends activities with encouragement. All behaviors are addressed in the plan of care. Summary of investigation/ facts determined: according to resident R2 Co-resident walked up to him stating I am Mohammed Ali; I will fight you, then hit him, so he hit back. According to R1 co-resident he does not remember what happened. Staff reported that resident R1</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>approached co-resident, R2, and stated I am Muhammad Ali, I will fight you then hit R2. Reportedly resident R2 was wearing his superhero cape at the time and stated I handle things around here, then hit R1 back. Staff intervened. While attempting to box R1 loss his balance and fell to the floor. R1 sustained a small cut to the back of his head as a result of the fall. First aid given by the nurse. R1 was assessed and treated for pain. R1 was sent to the hospital for medical evaluation per medical doctor orders. R1 admitted to the hospital with a diagnosis of subdural hematoma. R1 return to the facility and remains on increased monitoring. R2 was assessed by the nurse and was given medication per MD (medical doctor) orders for increased agitation. Both residents have been counseled regarding seeking staff assistance as needed. Residents room assignment are in opposite halls of the facility and both residents were placed on increased monitoring, all behaviors were addressed in the plan of care. Based on investigation conducted, review of the medical records and interviews of staff and residents involved, it could be concluded that both residents did not have any willful intent of causing harm or physical abuse. Both appear to be exhibiting behaviors related to their diagnosis. Both to be verbalized delusional thoughts, one believing that he is Mohammed Ali and the other believing that he is a superhero. Necessary, care plans, medication reviews and assessments were completed and updated for both residents. Both residents have been notified of the outcome of investigation. Family and medical doctors notify accommodation. Both residents remain on increased monitoring. V6 (administrator) name is noted at bottom of page.</p> <p>On 5/23/24 at 11:48am R1 was escorted to the</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>conference room guided by V11 (social services), R1 observed alert to person, R1 observed with confusion. R1 said a guy came in his room and began hitting him. R1 don't recall the date, time, or who the person was. R1 touched the back of his head stating he hit his head. R1 said he lost vision in his right eye when shampoo got into his eye. R1 don't recall going to the hospital. R1 said he was ready to leave the conference room. R1 escorted back to his room by V11. R1 observed with shuffle gait, and tremors to right hand.</p> <p>On 5/23/24 at 1:08pm R2 observed alert and orient to person, place, time, situations, and events. R2 said he was walking up and down the hallway in the "C" wing, listening to his headphones, when R1 came up behind him and said, "I will knock yo retarded ass out". R2 said he took off his headphones, placed them on the floor, R2 said he responded to R1 by saying "do it". R2 said R1 then punched him. R2 said they began to fight. R2 said this started in the hallway. R2 said R1 landed in his room on the floor because they were fighting. R2 said he didn't walk away because R2 said "I'm from the Roseland area, you don't let anyone put their hands on you." R2 said R1 had the gall to hit him. R2 said the staff keep telling him that R1 does not have the intellect to comprehend his actions. R2 said he does get angry and is destructive of things/items. R2 said he goes to group, and he is taught coping strategies to manage his anger, R2 said he knows all that stuff. R2 said he will not hit anyone unless they hit him first.</p> <p>On 5/23/24 at 12:25pm V12 (CNA-certified nursing aide) said she was the aide assigned to the "C" on 4/21/24. V12 said a resident came and got her, he was pointing, and she followed that resident, that resident took her to R1 room. V12</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>said she observed R2 swearing and yelling, R2 was in the hallway. V12 said she observed R1 in his room, sitting on the floor. V12 said initially she didn't see any injuries on R1. V12 said she went and got the nurse and upon further assessment R1 was observed with some bleeding and laceration to the back of the head. V12 said R1 could not communicate what happened. V12 said it is difficult to understand R1. V12 said the nurse rendered first aide. V12 said she was sitting at the "front" of the "C" wing. V12 said the position that she was sitting in she could not see down the hall where the incident occurred. V12 said R1 does have a behavior where he is shadow boxing, and while saying Muhammad Ali. R1 would come to the doorway of his room and do this behavior also. V12 said R1 would approach staff and motion his hands like he's boxing while saying "you know Muhammad Ali". V12 said R1 is a very tall man, over 6 feet tall, and if he approaches someone with his stature, it would be intimidating, V12 said R1 doesnt mean any harm to anyone. V12 said after R1 was assessed R2 was assessed but she doesn't recall the details of what R2 said how the incident occurred. V12 said she remembers R2 was in the hallway swearing, she did separate the two residents.</p> <p>On 5/23/24 at 2:06pm V13 (Nurse supervisor) said she was summons by V12 and when she went into R1 room she observed R1 sitting at the bedside, V13 said the staff had picked R1 up from the floor. V13 said she assessed R1 and observed laceration to the back of his head and something on his forehead, V13 said she don't recall exactly what was on R1 forehead, but R1 defiantly had bleeding to the back of his head. V13 said R1 said he hit his head on the wall. V13 said when she interviewed R2, R2 said he told R1 to "hit me then". V13 said R2 asked R1 to hit him,</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>provoking the fight. V13 said R2 made a statement about "he handles things around here".</p> <p>On 5/23/24 at 3:18pm V11 (social services) said he is aware that R1 has this behavior of shadow boxing (punch the air) while saying Muhammad Ali. V11 said R1 would walk up to people and do this behavior, he has seen R1 come to his room door doing this behavior. V11 said this behavior can intice an altercation, it puts R1 at risk for abuse and fighting. V11 said the facility has implemented monitoring for R1 because of his behavior. V11 said staff should make rounds on R1. V11 said the staff monitor R1 by making rounds on R1 every hour, the aides monitor the hallway, and they should be observing for this behavior and intervene if they see R1 doing this. V11 said the staff should redirect R1 when R1 is doing this behavior. V11 said R1 has been referred to the psych doctor for his delusions of thinking he's Muhammad Ali. V11 said R1 care plan has been updated for this behavior with interventions. V11 said this is new behavior for R1. V11 said the interventions of monitoring R1 was not effective because R1 got into a physical altercation due to his behavior, sustaining an injury. V11 said R1 was sent to the hospital after the altercation with R2. V11 said R1 has had a decline in mental capacity during his stay at the facility. V11 said R1 was in therapeutic programing however R1 would not benefit from programming due to his decline in mental capacity. V11 said R1 BIMS score is not 15, R1 has mental function decline. V11 said R1 has been displaying this behavior of shadow boxing and approaching other with motion of shadow boxing since February 2024.</p> <p>Review of R1 care plan with V11, V11 said R1 care plan has not been updated with R1 behavior</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>of thinking he's Muhammad Ali, approaching others with shadow boxing motion, and the interventions related to the plan to monitor R1 for this behavior to prevent escalation, abuse and promote safety of R1 behavior.</p> <p>On 5/23/24 at 3:53pm V6 (Administrator) said the facility camera located in the "C" wing is used to focus on the exit door, she reviewed the camera, but she could not determine if the altercation started in R1 room or in the hallway. V6 was asked how this altercation start in the hallway and the staff was "monitoring" the hallway 12-15 feet away from R1 room and did not observe this altercation or hear this altercation that started in the hallway. V6 said she was not there, and the staff said they did not witness the incident. V6 said she did review the cameras in the dining room and the altercation did not happen in the dining room.</p> <p>At 1:56pm during a tour of the "C" wing with V3 (ADON-assistant director of nursing), the aide V14 (CNA) was sitting with his back facing down the hall of the C wing. The "front" of the C wing was within 15 feet of R1 room, where R1 was found on the floor. V14 said he's watching the dining room too, when asked if he could monitor the hall from his position (back facing the hall). V3 did not respond if he could see down the hall with his back facing the hall.</p> <p>R1 progress note dated 4/21/24 resident involved in an altercation with co-peer. R1 noted with delusional ideations stating that he is Mohamad Ali and is unable to give description as to how the altercation occurred. R1 and co-peer were immediately separated. R1 was assessed for injuries. Noted small laceration to occipital head and small laceration near right eye. First aid</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>rendered. Neuro checks initiated. R1 is alert and verbal with confusion per his norm. Pupils equal and reactive to light. R1 denies pain at this time. No nausea or vomiting noted. Doctor notified and gave orders to send resident to hospital for medical evaluation. Ambulance called, ETA 45 minutes. Placed call to resident sister who is #1 emergency contact-no answer. Placed call to #2 emergency contact and made him aware of above information. R1 remains one on one with staff until arrival of ambulance. Writer received call from Hospital per resident's status update. Writer was made aware that resident's admitting diagnosis is subdural hematoma.</p> <p>R1 hospital records dated 4/21/24 denotes in-part chief complaint head injury without loss of consciousness, patient 54year old male with history of schizophrenia, dystonia and Diabetes mellitus presenting to ED via EMS for evaluation after a head injury without loss of consciousness. Patient currently resides at assisted living facility. Per EMS patient was in a physical altercation with his roommate and was struck in the face with fists followed by hitting his head on the wall. There was no report of loss of consciousness. Denies any other injuries or trauma. Examination: head-contusions present, multiple facial contusions and abrasions. Clinical impression subdural hematoma, contusion of face. CT impression denotes, small extra-axial hematoma along the left temporal lobe likely representing a small subdural hematoma.</p> <p>(A)</p>	S9999		