

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6002729</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>12/02/2024</b>
NAME OF PROVIDER OR SUPPLIER  <b>EVERCARE AT EDWARDSVILLE</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>401 ST MARY DRIVE</b> <b>EDWARDSVILLE, IL 62025</b>		
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S 000	Initial Comments  Complaint Investigation 2449609/IL181442	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 and psychosocial needs that are identified in the resident's comprehensive assessment, which	S9999		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Electronically Signed

12/13/24

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S9999	<p>Continued From page 1</p> <p>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 regulations were not met as evidenced by:</p> <p>Based on interview and record review, the Facility failed to ensure pain medications were readily available for administration in order to prevent increasing pain/discomfort for 1 (R1) of 3 residents reviewed for opioid medications, in the sample of 6. This failure caused R1 to miss several doses of pain medication, resulting in discomfort and experiencing symptoms of withdraw</p> <p>Findings include:</p> <p>On 11/26/2024 at 9:20 AM, a staff member who wishes to remain anonymous, stated, "Sometimes (R1) runs out of pain meds (medication). I am not sure if it's the pharmacy or the doctors fault. It tells you on the card when to re-order so we should all be observant of that. I don't know where the disconnect it. The Nurse</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Practitioner (NP) can't write those scripts (Controlled substance prescriptions). (R1) was out the other day (pain medication not available). It was 11/22 (2024) and she was out a day or two. She claims her pain is 5-10 on the pain scale."</p> <p>On 11/26/2024 at 10:03 AM, R1 stated she takes Oxycodone because her "hip deteriorated". R1 stated, "Every month, it's no surprise- I need another script (prescription). They make phone calls. The doctor is either on vacation or whatever else and the nurse practitioner can't write the script, but they put her in charge. I have a history of rehab (rehabilitation) and withdraw. I dry heave, get hot then cold. It's no fun to deal with. I can't even make it from here (the bed) to the bathroom. I don't leave my room. I shut down completely. They don't give me a 'heads up' that I'm going to run out, but every month I'm dealing with it. They go through a whole sheet (medication card) and no one thinks to re-order it- I mean come on! Last week I was out. I just got it back Monday. I went 7 days without it. I told (V2, Director of Nursing, DON) and (V12, Licensed Practical Nurse (LPN). They call and leave messages but still here I sit in agony. I was almost to the point of causing myself 'an accident' just so I could go to the hospital to get my medicine. Not suicide or anything, just a fall or something."</p> <p>R1's Minimum Data Set (MDS) dated 9/11/2024 documents R1 is cognitively intact. It further documents R1 had not received scheduled or PRN (as needed) pain medications nor received non-medication interventions for pain. It further documents a Pain Assessment Interview should be conducted.</p> <p>R1's Physician's Orders dated 7/30/2024</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>documents, "Oxycodone 5 mg (milligrams)- take one tablet by mouth twice daily."</p> <p>R1's Care Plan dated 11/13/2024 documents R1 has potential for pain/discomfort and "Approach: Observe the effectiveness of pain interventions q (every) shift. Review for compliance alleviating of symptoms, dosing schedules and resident satisfaction with results, impact on functional ability and impact on cognition."</p> <p>R1's Care Plan dated 11/27/2024 documents, "(R1) has complaints of chronic pain r/t (related to) right hip and rt (right) knee. Administer analgesic medications as ordered by pcp (primary care physician)."</p> <p>R1's Medication Administration History dated 10/27/2024-11/26/2024 documents R1 did not receive Oxycodone 5 mg on 11/18/2024, 11/19/2024, 11/20/2024, and 11/21/2024 due to "Drug/item unavailable". It further documents R1 received Oxycodone 5 mg on 11/17/2024 and rated her pain at 8 on a 1-10 pain scale. It continues to document R1 received her Oxycodone 5 mg on 11/22/2024 and rated her pain at 10 on the 1-10 pain scale.</p> <p>R1's Medication Administration History dated 10/1/2024-10/31/2024 documents, "10/11/2024- not administered: need script" for both 7 AM and 7 PM doses. It further documents, "10/12/2024-Drug/Item Unavailable. Awaiting script from M.D (Medical Doctor)." It continues to document, "10/18/2024-Drug/Item Unavailable. Awaiting script from M.D."</p> <p>R1's Progress Notes dated 10/17/2024 document the medical doctor was made aware of the need for R1's oxycodone prescription.</p>	S9999			

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S9999	<p>Continued From page 4</p> <p>R1's Progress Notes dated 10/18/2024 documents V3 spoke with the pharmacy regarding the need for R1's oxycodone prescription.</p> <p>On 11/26/2024 at 2:36 PM, V3, Assistant Director of Nursing (ADON) stated, "All I'm going to say is I can't make someone do something. I notified the doctor we needed a script. That's all I can tell you. She (R1) told me she had been without her medicine. I reached out again and finally got her meds (medication) in."</p> <p>On 11/26/2024 at 2:41 PM, V2, stated he was aware R1 was out of her medicine. V2 stated, "(V3) reached out to the doctor. I am not sure how many doses she missed. (V13) is our Nurse Practitioner (NP) but she does not have her DEA (Drug Enforcement Agency) number (required to write controlled substance medications)."</p> <p>On 11/27/2024 at 8:49 AM, V12, LPN, stated, "I know (R1) missed one dose for me, but they told me when I was off for a couple days she had missed some too. I got the script from (V14, NP). We kept calling pharmacy. If the doctor doesn't send the script to pharmacy-they won't send it. They have to have the script re-newed or else we could get it from the Ekit (Emergency medicine kit). It's a script thing. (R1) gets very upset about it. (V3) checks but sometimes it happens. She runs out. It's not right if she didn't get her medicine."</p> <p>R1's Quarterly Pain Assessment dated 6/5/2024 is incomplete.</p> <p>On 11/27/2024 at 1:55 PM, V2 stated, "(R1) doesn't really have a diagnosis for the pain.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>We've done multiple X-rays of her knee and hip but they don't show much. She had her last quarterly pain assessment in June. It is not complete and she should have had one done again in September. We should probably refer her to pain management.</p> <p>On 11/27/2024 at 2:26 PM, V14, NP, stated R1 has been on oxycodone long term for neuropathy and chronic pain syndrome. V14 stated. "As long as she is not going through withdraw, Tylenol can cover the pain. The relief won't be like receiving an Opioid pain killer, but can provide short term relief." V14 stated she was aware of issues with getting opioid medications refilled. V14 stated there is a special process/protocol and sometimes the pharmacy doesn't get the order. V14 stated the Facility staff will call for refills and she will tell them to contact the pharmacy. V14 stated the pharmacy tells them to contact the doctor. V14 stated sometimes a day or two will go by and the patients still has not received their medication. V14 stated she will start the re-ordering process when the resident is down to a week or two left of the medication, but there is not guarantee the pharmacy will fill it early because they have to follow regulations.</p> <p>On 12/2/2024 at 10:18 AM, V1, Administrator, stated, "I'm sure if (R1) was complaining about pain, staff would have offered her Tylenol."</p> <p>R1's Current (12/2/2024) Physician's Orders does not include an order for Tylenol as needed.</p> <p>On 12/2/2024 at 12:09 PM, V2 Director of Nursing stated, "I know she went without her oxy (oxycodone) but she didn't go without completely. She also has a lidocaine patch. She doesn't have PRN Tylenol though."</p>	S9999			

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S9999	Continued From page 6  The Facility's Pain Management Policy undated, documents, "Purpose: To ensure accurate assessment and management of the resident's pain. Policy: A licensed nurse will assess residents for pain on admission and routinely as indicated by the resident's health and functional status. Facility staff is responsible for helping the resident attain or maintain their highest level of well-being while working to prevent or manage the resident's pain." It further documents, "The IDT (Interdisciplinary Team) committee review the pain assessment for each newly admitted resident identified by the licensed nurse to have pain and at least quarterly thereafter. A licensed nurse will reassess the resident for pain quarterly and eventfully. Pain Management: The licensed nurse will administer pain medication as ordered, and document medication administered on the Medication Administration Record (MAR)." It further documents, "Nursing staff will implement timely interventions to reduce the increase in severity of pain. The licensed nurse will update the care plan for pain management with any change in treatment and/or medication."  The Facility's Controlled Substance Prescription Policy dated 10/25/2024 documents, "Before a controlled drug can be dispensed, the pharmacy must be in receipt of a clear, complete, and signed written prescription from a person lawfully authorized to prescribe. A chart order is not equivalent to a prescription for controlled drugs. Therefore, the prescriber issuing the chart order must also provide the pharmacist with a valid prescription. The written prescription may be faxed to the pharmacy for long-term care facility residents." It continues, "The prescriber and/or nurse are contacted for direction when delivery of a medication will be delayed or the medication is	S9999			

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S9999	Continued From page 7  not or will not be available." It continues, "If only one refill remains (C111-Vs?) or only a partial fill quantity remains (C11) the pharmacy will simultaneously dispense the remaining refill, contact the facility to verify the continuation of the medication is necessary and if necessary proactively seek out a new, complete prescription from the prescriber for future use. If a prescription is not obtained by the pharmacy before the medication would be 'due again', the facility is notified. In this situation, the facility may be asked to contact the prescriber for a new prescription prior to the medication running out."  (B)	S9999			