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	IL6005722	A. BUILDING: _____ B. WING _____	C 11/01/2024

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S 000	Initial Comments Complaint Investigation #2428123/IL#178970	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210a) 300.1210b) 300.1210c) 300.1210d)3) 300.1220b)7)8) 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	S9999		

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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 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)

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.

c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.

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:

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.

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S9999	Continued From page 2 Section 300.1220 Supervision of Nursing Services b) The DON shall supervise and oversee the nursing services of the facility, including: 7) Coordinating the care and services provided to residents in the nursing facility. 8) Supervising and overseeing in-service education, embracing orientation, skill training, and on-going education for all personnel and covering all aspects of resident care and programming. The educational program shall include training and practice in activities and restorative/rehabilitative nursing techniques through out-of-facility or in-facility training programs. This person may conduct these programs personally or see that they are carried out. These requirements were not met as evidenced by: Based on interview, observation, and record review the facility failed to monitor a urinary indwelling catheter every shift for color and clarity and ensure an indwelling urinary catheter was free of kinks and had freely flowing urine for one of three residents (R5) reviewed for indwelling catheters in a sample of 11. These failures resulted in R5 being admitted to the hospital with Severe Septic Shock, Acute Kidney Injury, and Hyperkalemia which required R5 to be hospitalized for eight days. Findings include: The facility's Catheter Care Policy, dated 1/24/23,	S9999		

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documents, "Policy: It is the policy of this facility to ensure that residents with indwelling catheters receive appropriate catheter care and maintain their dignity and privacy when indwelling catheters are in use. Policy Explanation: 1. Catheter care will be performed every shift and as needed by nursing personnel. 8. Empty drainage bag every shift maintaining below two thirds full. Ensure drainage bag is located below the level of the bladder to discourage backflow of urine. 24. Document and record output. Ensure to include amount, color, and clarity.

R5's Admission Record documents R5 was admitted on 6/23/2022 with the following, but not limited to, diagnoses Unspecified Dementia without Behavioral Disturbance, Chronic Kidney Disease, Obstructive and Reflux Uropathy.

R5's Census List dated, 10/30/24, documents R5 went to the hospital on 10/2/24. This same form documents R5 was admitted back to the facility on 10/10/24.

R5's MDS (Minimum Data Set), dated 9/10/24, documents R5 has an indwelling catheter with the diagnosis of Obstructive Uropathy.

R5's Care Plan, dated 9/25/24, documents "(R5) has an indwelling catheter related to Urine Retention. Diagnoses Obstructive Uropathy with Bladder Distention. Interventions: Check tubing for kinks frequently each shift, and monitor/record/report to MD (Medical Doctor) for signs and symptoms of UTI (Urinary Tract Infection): pain, burning, blood-tinged urine, cloudiness, no output, deepening of urine color, increased pulse, increased temp, urinary frequency, foul smelling urine, fever, chills, altered mental status, change in behavior, and

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change in eating patterns." This same care plan documents R5 has an ADL (Activities of Daily Living) self-care deficit as evidenced by dementia and lack of coordination.

R5's Progress Note, dated 9/26/24 and signed by V24/LPN (Licensed Practical Nurse) documents "(R5) c/o (complained of) pain and discomfort with catheter. (V24) assessed the area, no signs and or symptoms of infection or irritation. Area is free from malodourous scent and no redness or swelling present. (V24) flushed catheter and there was no resistance or blockage noted. (R5) has output, which is at 200 milliliters, urine does not have any blood clots, or any abnormality to color. Catheter bag was placed below waist height and secured." From 9/26/24 through 10/2/24 no evidence of further documentation regarding catheter monitoring was noted.

R5's ED (Emergency Department) Note, dated 10/2/24 and signed by V14/Emergency Room Doctor, documents "HPI (History of Present Illness): (R5) is an 83-year-old male comes in for further evaluation. (R5) was brought in by ambulance. (R5) was little obtunded is complaining of abdominal pain. (V22/R5's POA (Power of Attorney) saw (R5) yesterday at the (local nursing home) and felt (R5) was a little bit more out of it and a lot more lethargic." This same note documents, "Abdomen: Abdomen is distended, tender in suprapubic region." "Genitals: (R5) has an indwelling catheter that was noted to be twisted and when it was untwisted no drainage was coming from it. (R5) has significant erythema/yeast dermatitis in the groin and inguinal area." "Once it was discovered the indwelling catheter was twisted, it was untwisted and nothing drained. Thick mucus/exudate was drained some, bladder scan

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showed greater than 1200 cc/cubic centimeters in bladder, a large CBI (Continuous Bladder Irrigation) catheter was placed and finally the bladder started to drain thick exudate." "Concern for Sepsis: Yes, Source of infection: Sepsis Infection Source: Urinary, Sepsis/severe/septic shock."

On 10/28/24 at 10:10 AM R5 was lying in his bed with his catheter drainage bag secured to the side of R5's trashcan. No kinks were noted in R5's catheter tubing. R5 was unable to recall going to the hospital.

On 10/30/24 at 1:15 PM V12/LPN stated, "I worked with (R5) four or five days prior to (R5) being sent to the hospital. (R5) was complaining of some discomfort with his catheter. When I went to observe (R5's) indwelling catheter, the catheter and the tubing was kinked. As soon as I untwisted the catheter, urine started flowing back into the drainage bag." V12/LPN stated she does not assess or monitor a resident's catheter when she works. V12 stated, "I sign out the order for catheter care, but the CNAs (Certified Nursing Assistants) are supposed to perform catheter care, so I assume they are. I don't monitor catheters or chart on them unless an issue is reported to me."

On 10/31/24 at 11:35 AM V6/LPN stated, "We (the licensed nurses) do not do catheter care or monitor resident's catheter every shift. The CNAs are supposed to do that, and I assume they do. We do not chart on clarity or color or patency of the catheter as I do not check them unless an issue is reported to me by a CNA." V6 also stated that R5 had a physician order for catheter care every shift, but the nurses do not perform the catheter care, they just mark it off as complete

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assuming the CNAs are doing it.

On 10/31/24 at 12:10 PM V21/CNA stated, "I took care of (R5) on 10/1/24. (R5) wasn't acting right or himself so I went and told (V19/LPN) that (R5) wasn't acting right, was having diarrhea, and had the hiccups. I did not pay attention to (R5's) catheter whether it was twisted or not."

On 10/31/24 at 12:15 PM V18/CNA stated, "On 10/1/24 (V22/R5's Power of Attorney/POA) requested for us to clean (R5) up due to (R5) having diarrhea. (V22) stated (R5) was lying in diarrhea and was not acting himself. When I went and changed (R5) I noticed (R5) had some thick reddish drainage in (R5's) catheter bag. It was also not normal for (R5) to lay around like he was, (R5) is usually up moving around the building. I reported the thick reddish colored urine to (V19/LPN) and let her know (R5) was having diarrhea as well and not acting right."

On 10/31/24 at 11:40 AM V19/LPN stated, "I worked with (R5) a few shifts prior to (R5) being sent to the Hospital. On 9/30/24 and 10/1/24 (R5) did not leave his room which is not normal for him. Staff reported to me that (R5) was barely eating or drinking anything and wasn't having a lot of output. (R5) did have some episodes of diarrhea and hiccups both days I worked so I just monitored him. I did not do an assessment on (R5) or observe (R5's) indwelling catheter." V19/LPN also stated, "We (the nurses) never perform catheter care on any resident, and I do not monitor catheter tubing or catheters to see if it is free of kinks or draining appropriately. The only time I will look at anyone's catheter is if they have a complaint something hurts. I did not assess (R5's) catheter bag or drainage tubing when staff reported to me on 10/1/24 that (R5)

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was not acting right. (V12/LPN) had been reporting something was a little off with (R5) prior to 10/1/24 and (R5) had issues with his catheter being kinked, but the only thing I reported to (V26/R5's Primary Physician) on 10/1/24 was (R5) had been having diarrhea and hiccups for the past few days."

On 10/31/24 at 8:13 AM V14/Emergency Room Doctor stated that when R5 arrived in the Emergency Room, R5 was lethargic and R5's abdomen was distended. Upon assessment of R5, R5's catheter tubing was severely twisted into a pretzel and dirty. R5's indwelling catheter was unable to be flushed. V14 stated, "When I was finally able to remove (R5's) indwelling catheter, thick pus was coming out. (R5's) bladder scan showed more than 1200 cc/cubic centimeters of urine in (R5's) bladder. (R5's) bladder couldn't drain because of how much pus was in his abdomen which caused (R5's) kidneys to shut down and (R5) had to be admitted to Intensive Care Unit. The urine was thick and foul smelling after we did a bladder irrigation for (R5).

On 10/31/24 at 9:40 AM V22/R5's POA (Power of Attorney) stated, "The day before (R5) was sent to the Emergency Room (R5) was not acting right when I was visiting him. (R5) was laying in diarrhea when I arrived at the facility and (R5's) pants were pulled halfway down. (R5's) diarrhea was dried as if no one had even checked on him. (R5) was not acting right and was very out of it. I reported it to his nurse (not aware of her name) and told them my concerns. The nurse stated she would do an assessment and have the CNA clean him up. When a CNA finally came in to clean (R5) up and I ended up leaving for the day. I had not heard anything from the facility regarding (R5's) condition so I went in the next

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day to check on (R5). (R5) was lethargic, laying there motionless, and in the same position he was in from the day before. (R5) was very sick. (R5) has dementia and cannot take care of himself. The staff think (R5) can, but he can't. (R5) needs to be monitored and provided with assistance more frequently."

On 10/31/24 at 10:55AM V2/Assistant Director of Nursing stated she is not aware of the nurses documenting on catheter color/clarity or the catheter tubing being patent each shift on (R5). V2 stated, "I know some of the staff think that (R5) can empty his own urinary draining bag or take care of his own catheter, but (R5) cannot. (R5) has Dementia and his indwelling catheter should be monitored at least every shift to ensure no kinks are in (R5's) indwelling catheter and that its draining normal without signs of infection. There is a lot of training that needs to happen."

On 10/31/24 at 11:03 AM V4/Interim Director of Nursing stated the nurses should be documenting on indwelling catheters at least daily. V4 stated, "The nurses should be monitoring the resident's indwelling catheter tubing, documenting on color/clarity, and if any sediment is noted in an indwelling catheter draining bag or tubing. They should also be ensuring the catheter tubing is patent and draining urine freely. I know they are not doing that now. We (the facility) have a lot of new nurses and I believe it's caused by lack of training that we are working on now."

On 10/31/24 at 6:36 PM V23/Agency LPN stated, "When I arrived on my shift on 10/2/24, I received report that (R5) had been having diarrhea, hiccupping, and belching for at least the past two days and that (R5) was not acting like himself. When I assessed (R5) you could see (R5's)

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S9999	Continued From page 9 abdomen was clearly distended. I did not check (R5's) catheter tubing or urinary drainage during that time, I just sent him out to the Emergency Room." (A)	S9999		