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S 000	Initial Comments Annual Licensure Health Survey	S 000		
S9999	Final Observations Statement of Licensure Violations (1 of 3): 300.610a) 300.1210b) 300.1210c) 300.1210d)4)A) 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. 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.	S9999		

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S9999	Continued From page 1 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: 4) Personal care shall be provided on a 24-hour, seven-day-a-week basis. This shall include, but not be limited to, the following: A) Each resident shall have proper daily personal attention, including skin, nails, hair, and oral hygiene, in addition to treatment ordered by the physician. These requirements were not met as evidenced by: Based on interview and record review the facility failed to provide timely and complete incontinent care for 5 of 5 residents (R13, R23, R24, R31, R33) reviewed for incontinent care in a sample of 33. This failure resulted in R23 laying in urine all night, feeling dirty, like a fool and embarrassed. Findings include: 1. R23's Care Plan, not dated, documents R23 is occasionally incontinent of urine of bladder and continent of bowel. Please provide frequent toileting and peri care after each incontinent episode, requires extensive assist with ADL's (activities of daily living),	S9999		

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R23's Minimum Data Set, dated 8/20, documents R23 is alert and oriented x4, occasionally incontinent of urine, and requires assistance from staff for toileting.

On 10/7/2024 at approximately 9:00 AM, observed V5, CNA, providing R23 incontinent care. R23 was incontinent of urine. V5 pulled back covers and opened R23's incontinent brief. V5's incontinent brief was heavily soiled with urine. V5 then cleansed R23's peri and groin area. V5 then assisted R23 over onto her right side. R23's gown, incontinent brief, incontinent pad and sheets were soaked with urine. R23's sheets were soaked up to her upper back. V5 removed the soiled incontinent brief revealing multiple deep, red indentations in skin. V5 then cleansed R23's left buttock. V5 then removed the urine soak sheets from the bed and rolled beneath R23. V5 then assisted R23 into the seated position on the side of the bed and put on R23's clothes and assisted R23 into the wheelchair. V5 did not cleanse all areas of incontinence. V5 did not cleanse R3's inner thighs and back.

On 10/7/2024 at 8:50 AM, R23 stated she wanted to know why the girl did not come in and change her last night. R23 stated she has been wet all night. R23 stated the girl came in and gave her water last night but never checked her or cleaned her. R23 stated she told the girl she needed to be changed. R23 stated in the day she is up in her chair and able to use the toilet with help. R23 stated at night when she is in the bed, she loses all sense of control. R23 stated this makes her feel dirty, angry and embarrassed. R23 stated she doesn't want to lay in her own filth all night and she doesn't want to stink because of it. R23 stated it hurts laying in one position wet all night.

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R23 stated there is only 1 CNA, Certified Nurse Assistant, that cleans you when you are wet. R23 stated the others remove the depend and put another on you without cleaning you. R23 stated she shouldn't have to live like that. R23 stated they don't have enough staff. R23 stated she laid wet all night. R23 stated there was a time she had to have her roommate take her off the bedpan and clean her. R23 stated no one came. R23 stated she complains about it, but nothing is done. R23 stated she feels like a fool, like she is nothing.

On 10/7/2024 at 9:08 AM, V5, CNA, stated she was informed (R23) did not void all night. V5 stated she thought it was odd because (R23) is a heavy wetter at night.

On 10/101/2024 at 11:03 AM, V18, Nurse Supervisor, stated (R23) is alert and oriented x4. V18 stated if (R23) stated said she was laying wet all night this would be accurate statement. V18 stated if R23 stated she was embarrassed, angry, felt like a fool and felt pain from this this would be an accurate statement of how (R23) felt. V18 stated (R23) laying in urine all night and being soiled up to her head is a dignity problem.

On 10/10/2024 at 11:47 AM, V23, Licensed Practical Nurse, stated (R23) is alert and oriented x4. V23 stated (R23) will tell you the truth. V23 stated if (R23) stated she was wet all night, and they didn't have staff this would be an accurate statement. V23 stated if she laid in urine for a long time, she would feel nasty and dirty. V23 stated if (R23) stated this is how she felt it would be accurate.

On 10/8/24 at 1:30 PM, Resident Council was conducted, and R23, R24, R31, and R33 voiced

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multiple concerns with lack of staff and timeliness of incontinent care during this meeting.

R23, Resident Council President, stated the facility does not have enough staff at night and she has laid in wet pants multiple times all night because she could not get any employees to clean her up. R23 stated her roommate R24 is a former CNA and R24 has assisted her with getting on the bedpan and has cleaned her up throughout the night because they could not get any staff to answer the call light. R23 stated she frequently must sit with wet pants for long periods of time due to staff not answering her call light or staff saying they will be back to change her, and then they don't return. R23 stated she frequently voices her complaints to administration, and they just blow smoke up her butt in response to her complaints.

2. R13's Care Plan, not dated, documents R13 and requires extensive too dependent of ADL care, incontinent of bowel and bladder. Provide peri care after episodes of incontinent remain clean and dry and minimize the risk of skin breakdown thru this next review period.

R13's MDS, dated 7/28/2024, documents R13 is moderately cognitively impaired, incontinent of bladder and bowel, and requires assistance from staff for toileting.

On 10/9/2024 at 8:00 AM, observed V23, LPN, and V24, LPN, performed incontinent care and treatment. R13 was incontinent of urine and bowel. V23 and V24 opened R13's incontinent brief V24 rolled it between R13's legs. V23 and V24 then turned R13 on her right side. V24 rolled the soiled incontinent brief under R13. Using soap and water V24 wiped the stool from

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between R13's right and left buttocks. V24 then wiped the same area with a wet washcloth. V24 then changed her gloves and performed treatment to R13's pressure ulcer on right buttock. V24 then placed a clean incontinent brief under R13. V23 and V24 rolled R13 onto her left side and removed the soiled incontinent brief from beneath R13. V23 and V24 then fastened R13's brief and placed cover over R13.

On 10/10/2024 at 11:03 AM, V18, Nurse Supervisor, stated she expects the staff to clean all wet areas. V18 stated if a resident is wet up to her back and neck those areas are to be cleaned as part of peri care. V18 stated if a treatment is performed, and the resident is incontinent of bowel and bladder the staff are to perform peri care and then complete the treatment.

The facility's Perineal Policy, dated 10/22, documents Purpose: To provide guidelines for performing perineal care. Policy: Perineal care is to be done as needed for incontinence for residents who are unable to perform self-care. Perineal care is done to cleanse the perineum to prevent growth of bacteria, prevent skin breakdown and promote good personal hygiene. Standard precautions and sound aseptic technique will be used when performing peri-care. Policy: Perineal Care is to be done as needed for incontinence for residents who are unable to perform self-care. Perineal care is done to cleanse the perineum to prevent growth of bacteria, prevent skin breakdown and promote good personal hygiene. Practice: 10. Always work from the cleanest area to the dirtiest. Therefore, clean from urethra to the anal area (front to back) to prevent fecal matter from spreading from the anal area to the vagina or urethra using clean technique. Always gently "pat" dry (no scrubbing).

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Female Perineal Care 2. Expose perineal area. Gently cleanse the inner legs and outer peri area along the outside of the labia. 3. Cleanse outer labia from front to back. 4. Cleanse inner labia from front to back. 5. Gently open all skin folds and cleanse from front to back. 6. Cleanse and dry anal area.

3. R24's face sheet, print date of 10/9/24, documented R24 has diagnoses of hemiplegia and hemiparesis following cerebral infarction affecting right dominant side, dysphagia and aphasia following cerebral infarction, depression, multiple sclerosis, epilepsy, and hypertension.

R24's MDS dated 10/4/24 documented R24 is cognitively intact.

R24's MDS dated 10/4/24 documented R24 depends on a wheelchair for mobility and requires partial to moderate assistance to ambulate 10 feet.

On 10/8/24, during the Resident Council meeting R24 agreed that she helps her roommate (R23) get on the bed pan at night and cleans her up due to staff not answering the call light.

4. R31's face sheet, print date of 10/9/24, documented R31 has diagnoses of malignant neoplasm of prostate, dysphasia following cerebral infarction, pulmonary hypertension, pleural effusion, emphysema, spinal stenosis, and atrial fibrillation.

R31's MDS dated 7/16/24 documented R31 is cognitively intact, always incontinent of bowels, has an indwelling urinary catheter, and requires substantial to maximal assistance with toileting

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hygiene.

On 10/8/24, during the Resident Council meeting R31 stated that there is not enough staff on any of the shifts and that the night shift is the worst. R31 stated that he has been dirty all night several times because he cannot get the CNAs to change him.

5. R33's face sheet dated 10/9/24 documented R33 has diagnoses of benign hypertensive heart, chronic kidney disease, congestive heart failure, morbid obesity, gout, atrial fibrillation, anemia, hypertension, and diabetes mellitus.

R33's MDS dated 6/18/24 documented R33 is cognitively intact, always incontinent of bowel and bladder, and requires substantial to maximal assistance with toileting hygiene.

On 10/8/24, during the Resident Council meeting R33 stated that she often must sit in her wet adult diaper due to the staff not answering her call light or answering it, stating they will be back to change her, and then they don't return. R33 stated she recently called for assistance to be changed at 7 am because she was wet. The CNA stated she would be back to change her, and she could not get anyone to change her adult diaper until 11:30 am.

On 10/8/24 at approximately 2 PM, V5, CNA stated that sometimes she does find residents that are saturated with urine when she comes on duty in the mornings.

On 10/10/24 at 11:06 AM, V18, Nurse Supervisor stated that she would expect the facility nursing staff to answer resident call lights within 5 minutes She would expect the nursing staff to

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S9999	Continued From page 8 immediately assist the residents with care needs and stated that it is absolutely not okay for a resident to be cleaning up another resident. (B) Statement of Licensure Violations (2 of 3): 300.610a) 300.1210b) 300.1210c) 300.1210d)1)2) 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. 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.	S9999		

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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:

1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.

2) All treatments and procedures shall be administered as ordered by the physician.

These requirements were not met as evidenced by:

Based on interview, record review, and observation the facility failed to ensure residents are free from significant medication errors for 1 of 6 (R195) residents reviewed for medication administration in a sample of 33. A delay of 6 days in getting the antibiotic started to treat UTI as ordered by the Physician Assistant caused R195 to become confused, have abdominal pain, increased leg pain, and missed some therapy sessions.

Findings include:

R195's face sheet, print date of 10/8/24, documented R195 was admitted to the facility on 9/17/24 with diagnoses of displaced intertrochanteric fracture of right femur, subsequent encounter for closed fracture with routine healing, Sjogren syndrome with peripheral nervous system involvement, Parkinson's disease, anemia, obstructive sleep apnea, and

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rheumatoid arthritis.

R195's MDS (Minimum Data Set) dated 9/4/24, documented R195 is mildly cognitively impaired.

R195's Physician Progress Notes by V31 PA (Physician Assistant) dated 9/27/24 at 8:51 AM documented, "TI (urinary tract infection). Urine cx (culture) growing out ESBL (extended spectrum beta-lactamase). 9/27 - 1 week course of ciprofloxacin ordered."

R195's Urine Culture Report dated 9/26/24 documents, "urine culture positive for klebsiella pneumoniae ESBL. V31, PA documented on this report start ciprofloxacin 500 mg 1 tab (tablet) po (by mouth) BID (two times a day) for times 7 days for UTI with a start date of 9/27/24."

R195's Nurse Progress Note dated 10/2/24 at 3:41 PM documents, "UA (urinalysis) results sent to MD 9/27/24 with order returning to start Cipro. Order entry was delayed until 10/2/24 for ABT (antibiotic). MD and family aware. ABT started at this time."

R195's Physical Therapy Treatment Encounter note dated 9/18/24 documented, "patient participated in gait training and ambulated 50 feet with CGA (contact guard assist)/Min assist (minimal assistance) using a FWW (front wheeled walker) with cues."

R195's Physical Therapy Note dated 9/19/24 documented, "(R195) participated in gait training using front wheeled walker, CGA, and ambulated 250 feet with close w/c (wheelchair) follow."

R195's Physical Therapy Note dated 9/24/24 documented, "patient with decreased

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performance with blood in urine and procedure this date to drain fluid as patient had distended abdomen. Patient required increased assistance this date due to fatigue."

R195's Occupational Therapy Note dated 10/2/24 documented, "patient seen extended time today secondary to having difficulty attending to task and following automatic instructions. Wife present and concerned. Patient alert and oriented x 1. Patient requiring increased time to initiate and complete tasks. Patient required max to near total assist to don bilateral tie shoes. Patient demonstrated poor sitting balance. Patient not following instructions to complete transfer to chair with front wheeled walker. Patient required mod assist to complete SPT (stand pivot transfer) from bed to wheelchair. Nurse informed of status and reports patient has irregular labs and has a call out to MD."

R195's physical therapy note dated 10/2/24 documented COTA (Certified Occupational Therapy Assistant) reports increased confusion from patient. This clinician arrived at patient with wife appearing distressed. Patient's wife reports antibiotic for UTI was ordered 9/27 but was never started. Wife also reports she was told there were abnormal labs, but only had the report for hemoglobin. Wife reports catheter had been removed but was reinserted. Spoke with nurse to ask about patient being seen. Nurse said to return later as she needed to straight cath (catheterization) patient and scan bladder. Min (minimal) assist for supine to sit with assist using leg lifter during sit to supine. Patient utilizing bed rails. Verbal instruction for hand placement for ease of transfer. CGA for sit to stand from bed with verbal instruction for correct hand placement. This progress notes documented patient walked

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zero feet when R195 received physical therapy on 10/2/24".

On 10/7/24 at 9:15 am R195's wife V28 stated the facility did not get R195's antibiotic started when it was order for a UTI. V28 stated there was a delay of 6 days in getting the antibiotic started and R195 was confused, having abdominal pain, increased leg pain, and missed some therapy sessions due to the UTI not being treated as ordered by the Physician Assistant. V28 stated she met with V2 DON (Director of Nursing) and V2 stated there was a miscommunication causing the antibiotic not getting administered when it was ordered.

On 10/9/24 at 10:40 am V2 DON stated there was a medication error with R195's cipro order due to miscommunication between the nurse and the Physician Assistant. V2 stated the facility did complete a medication error report and a QAPI (Quality Assurance Performance Improvement) on R195's medication error.

The facility medication incident report, print date of 10/8/24, documented R195's medication error was discovered by the facility on 10/2/24 for R195's antibiotic was ordered to be started on 9/27/24. This incident report documented antibiotic delayed start for UTI.

R195's MARS (medication administration records) dated 9/24 and 10/24 documented R195 had an order for oxycodone 5mg prn (as needed) every 4 hours on admission 9/17/24. These MARS documented R195 only received the oxycodone on 9/23/24, 9/27/24, 10/1/24, and 10/2/24 when R195 was exhibiting symptoms of a UTI. R195's MAR dated 10/1/24 documented R195's first dose of ciprofloxacin was ordered on

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ALTON MEMORIAL REHAB & THERAPY	1251 COLLEGE AVENUE ALTON, IL 62002

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	Continued From page 13	S9999		

9/27/24 was not administered until 10/2/24.

On 10/9/24 at 10:45 am V28 (R195's wife) stated R195 is going home tomorrow because the insurance company will not pay for anymore therapy services. V28 stated she filed an appeal with the insurance company, and it was denied. V28 stated the 6-day delay in R195 receiving the antibiotics for the UTI due to the miscommunication caused R195 to miss therapy for multiple days because R195 was having pain, confused, and unable to participate in therapy. V28 stated instead of treating the UTI due to the miscommunication with the antibiotics the facility nurses were just administering oxycontin to R195 for pain. V28 stated the oxycontin caused R195 to be zoned out. R195 stated he was having pain in his lower abdomen and his upper leg during this time, and he was unable to do therapy. V28 stated she is very upset because R195 did not receive as much therapy as he needed due to the delay in getting the antibiotic started. V28 stated she believes R195 would be more prepared to go home if R195's UTI would have been treated when it was ordered.

On 10/9/24 at 11:05 am V26 PTA (Physical Therapy Assistant) stated she has been treating R195 since admission and there was a period R195 was not able to participate in therapy due to an increase in pain and confusion.

On 10/9/24 at 11:06 am V27 PT (Physical Therapist)/Therapy Manager stated R195 did not have any pain when she completed his initial therapy evaluation. V27 stated then there were a few days R195 did have a lot of pain and some confusion so R195 was not doing very well in therapy or unable to participate in therapy during those day. V27 stated the therapy documentation

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shows R195 was doing good in therapy up until 9/23/24, was walking 175 feet, then on 9/24/24 R195 had decreased performance, blood in his urine, and abdominal distention. V27 stated on 9/26/24 R195 complained of a lot of pain and could not participate in therapy on this day. V27 stated she spoke to R195's nurse on 9/26/24 and requested a doppler study and held off on therapy until the results came back. V27 stated the doppler results came back negative on 9/27/24 and R195 did received some therapy on 9/27/24 but R195 was unable to walk in therapy on 9/27/24. V27 stated R195 was only able to walk 10 feet in therapy on 9/30/24. V27 stated on 10/1/24 R195 was still having pain and only walked 30 feet in therapy. V27 stated on 10/2/24 R195 had increased confusion, was unable to walk in therapy, and only participated a little due to a UTI. V27 stated R195 was still confused on 10/3/24 and could not due therapy on this day but R195 was better on 10/4/24 and was able to walk 75 feet. V27 stated R195 did not have any confusion on 10/7/24 and he had a great day in therapy on 10/7/24.

The facility Nursing Practices Policy and Procedure dated 1/24 documented Purpose: To establish guidelines for properly obtaining physician orders and processing these orders. Scope: Level 2 policy affecting licensed nursing personnel. Responsibility: It is the responsibility of the licensed nurse to understand and comply with this procedure. It is the responsibility of the nurse manager to maintain, enforce and monitor the procedure. It continues, telephone and verbal orders should be documented in the resident's electronic medical record then read back to the ordering physician/independent practitioner for verification.

(B)

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S9999	Continued From page 15 Statement of Licensure Violations (3 of 3): 300.625a) 300.625b) Section 300.625 Identified Offenders a) The facility shall review the results of the criminal history background checks immediately upon receipt of these checks. b) The facility shall be responsible for taking all steps necessary to ensure the safety of residents while the results of a name-based background check or a fingerprint-based check are pending; while the results of a request for a waiver of a fingerprint-based check are pending; and/or while the Identified Offender Report and Recommendation is pending. These requirements are NOT MET as evidence by: Based on interview and record review the facility failed to initiate chirp for 5 of 10 residents (R99, R100, R101, R102, and R103 reviewed for criminal background checks in the sample of 33. Findings include: 1. R99's Resident Information sheet documents admission date at 10/3/2023. R99's Illinois State Police (ISP) Bureau of Identification documents criminal back ground check done 10/9/2024. 2. R100's Resident information sheet documents admission date of 10/3/2024. R100's ISP Bureau of identification documents criminal back ground	S9999		

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S9999	Continued From page 16 check done on 10/9/2024. 3. R101's Resident Information sheet documents admission date of 10/4/2024. R101's ISP Bureau of identification documents criminal back ground checks done on 10/7/2024. 4. R102' s Resident information sheet documents date of 10/4/2024. R102's ISP Bureau of identification documents criminal back ground check done on 10/7/2024. 5. R103's Resident Information sheet documents admission date of 10/3/2024. R103's ISP Bureau of identification documents criminal background check done on 10/9/2024. On 10/9/2024 at 2:00 PM V1, Administrator stated the registration last updated by system is the actual admission date and time. The facility policy client/resident Mistreatment, Neglect and Abuse Prohibition/Prevention dated, last revised 5/19 documents Screening: The facility screens potential covered individuals for a history of abuse, neglect or mistreating of residents as defined by the applicable requirements. The facility policy Employee dated revised 12/16 Sex offender, Resident-documents Addendum for Illinois practice: Illinois requires nursing facilities to run criminal background checks on all persons seeking admission to facility within 24 hours of admission. Administrative Code section 300.625 Identified offenders d) documents the facility shall comply with all applicable provisions contained in the Uniform Conviction Act. (C)	S9999		