

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002299	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 11/14/2024
NAME OF PROVIDER OR SUPPLIER CRYSTAL PINES REHAB & HCC			STREET ADDRESS, CITY, STATE, ZIP CODE 335 NORTH ILLINOIS AVENUE CRYSTAL LAKE, IL 60014		
(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
S 000	Initial Comments	S 000			
	Investigation of Facility Reported Incident of 11/7/24/IL180858				
S9999	Final Observations	S9999			
	Statement of Licensure Violations				
	300.610a) 300.3210t) 300.3240a) 300.3240b)				
	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 300.3210 General				
	t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.				
	Section 300.3240 Abuse and Neglect				

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

TITLE

(X6) DATE

Electronically Signed

12/03/24

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S9999	<p>Continued From page 1</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>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the Department and to the facility administrator. (Section 3-610(a) of the Act)</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to ensure 1 of 4 residents (R8) was free from verbal and mental abuse when a staff member repeatedly told R8 that his genitalia was "tiny" and escalated to saying R8's genitalia is "useless and should just be cut off." This verbal assault resulted in R8 feeling very hurt, angry, feeling pain, and significant distress from the verbal abuse.</p> <p>This failure applies to 1 of 4 residents (R8) reviewed for mental abuse in the sample of 14.</p> <p>Findings include:</p> <p>R8's Face Sheet dated 11/13/24 shows R8 has diagnoses that include spina bifida, suicidal ideations, bipolar disorder, major depressive disorder, and anxiety disorder.</p> <p>R8's Minimum Data Set assessment dated 9/11/24 shows R8's Brief Interview for Mental Status (BIMS) results were 14 out of 15, indicating R8 is cognitively intact.</p> <p>On 11/13/24 at 8:58 AM, V1 (Administrator) said</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>V10 (CNA) was immediately suspended on 11/7/24 and an initial investigation into the incident was started. V10 was later terminated on 11/12/24 for the remarks that were made towards R8.</p> <p>On 11/13/24 at 9:10 AM, R8 said that R8 and V10 (CNA) initially had a good relationship. After some time of V10 working with R8, R8 said V10 would constantly find the need to make fun of R8's anatomy and verbally assault him. R8 said the names were very hurtful and he would get angry at V10 and yell at him to "shut up," "get out of my face," and "I (R8) don't ever want to see you again." R8 said there were even times that R8 would get so angry, he wanted to physically strike V10 in the face so V10 could feel a fraction of the pain that V10 had put R8 through. R8 mentioned that R8 would dread the 2:00 PM shift change, knowing that was when V10 typically worked with R8. R8 could not definitively say how long V10 was saying these things to R8 but knew it was going on for multiple months. R8 never told anybody about the incidents in fear that V10 would lose his job. R8 did not want to be responsible for V10 losing his job knowing V10 recently had a baby. R8 ended the interview with R8 wiping away a tear from R8's left eye stating, "I would like to be done talking about the incident."</p> <p>On 11/13/24 at 9:26 AM, V9 (Former CNA) said a few months ago, V9 overheard R8 calling V10 "stretch" because V10 is tall and V10 responded calling R8 "tiny." V9 called V10 out of the room and questioned why V10 called R8 "tiny." V10 responded saying it was in reference to R8's penis size. V9 told V10 that is considered sexual abuse and he should not be saying that. V10 responded to V9 saying, "I don't care" at first and</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>later said, "okay, okay, I'll stop."</p> <p>On 11/13/24 at 10:30 AM, V1 (Administrator) said R8 confided in V1 stating that V10 would call his penis "tiny." R8 stated the comments were escalating recently to where V10 would tell R8 that his genitalia was "useless" and "should just be cut off."</p> <p>On 11/13/24 at 11:45 AM, V2 (Director of Nursing) said R8 approached her on 11/7/24 to talk to her about an issue R8 was having. R8 began the conversation stating that R8 was not "very blessed in the male genitalia" area and V10 calls him "tiny." R8 stated he used to try and laugh it off but R8 now gets really mad about the comments from V10. R8 told V2 that V10 makes fun of R8 until R8 gets mad at V10 and begins yelling and screaming at V10. R8 also told V2, DON that sometimes V10 makes fun of (R8's) disability. V2 said this was the first time R8 had brought this to V2's attention.</p> <p>The facility provided Investigative Summary dated 11/11/24 states, "... [R8] said he (R8) initially tried not to let it bother him (R8), but it had been ongoing for several months and had caused him (R8) significant distress, while he (R8) often tried to laugh it off, he (R8) admitted that these remarks had deeply hurt him (R8)."</p> <p>On 11/13/24 at 1:55 PM, V16 (Medical Director) said he spoke with R8 and R8 stated he was very sad and upset about the incident. R8 said it was not a one-time thing and it was a repeated offense. V16 said there is no question that this incident has effected R8's well-being and daily living. V16 said if a staff member were to make fun of a resident's penis it would be considered a form of abuse, especially knowing it has effected</p>	S9999			

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S9999	Continued From page 4 his well-being. The facility Abuse, Prevention and Prohibition Policy revised 01/2024 states, "Each resident has the right to be free from abuse, corporal punishment, and involuntary seclusion. Residents must not be subjected to abuse by anyone, including, but not limited to, facility staff, other residents, consultants or volunteers, staff of other agencies serving the resident, family members or legal guardians, friends, or other individuals... When an employee is the alleged perpetrator of abuse or neglect, that employee shall immediately be barred from any further contact with residents through suspension, pending the outcome of the facility investigation, prosecution, or disciplinary action against the employee... Definitions: ...Mental abuse includes but is not limited to, humiliation, harassment, and threats of punishment or deprivation. Mental abuse includes but is not limited to, abuse that is facilitated or caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a resident." (B)	S9999			