

Illinois Department of Public Health

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION                     |   | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>IL6001275</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____   |  | (X3) DATE SURVEY<br>COMPLETED<br><br><b>C</b><br><b>01/02/2025</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>RICHLAND NURSING &amp; REHAB</b> |   |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>900 EAST SCOTT STREET<br/>OLNEY, IL 62450</b>                                |  |  |
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| S 000   | Initial Comments<br><br>Complaint Investigation 24510443/IL183134   | S 000   |  |  |  |
| S9999   | Final Observations<br><br>Statement of Licensure Violations<br><br>300.610a)<br>300.1210b)4)<br><br>Section 300.610 Resident Care Policies<br><br>a) The facility shall have written policies and<br>procedures governing all services provided by the<br>facility. The written policies and procedures shall<br>be formulated by a Resident Care Policy<br>Committee consisting of at least the<br>administrator, the advisory physician or the<br>medical advisory committee, and representatives<br>of nursing and other services in the facility. The<br>policies shall comply with the Act and this Part.<br>The written policies shall be followed in operating<br>the facility and shall be reviewed at least annually<br>by this committee, documented by written, signed<br>and dated minutes of the meeting.<br><br>Section 300.1210 General Requirements for<br>Nursing and Personal Care<br><br>b) The facility shall provide the necessary<br>care and services to attain or maintain the highest<br>practicable physical, mental, and psychological<br>well-being of the resident, in accordance with<br>each resident's comprehensive resident care<br>plan. Adequate and properly supervised nursing<br>care and personal care shall be provided to each<br>resident to meet the total nursing and personal<br>care needs of the resident. Restorative measures<br>shall include, at a minimum, the following | S9999   |  |  |  |

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

TITLE

(X6) DATE

Electronically Signed

01/22/25

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| S9999   | <p>Continued From page 1</p> <p>procedures:</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene.</p> <p>These regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to respond to residents' requests for assistance in a timely manner to ensure dignity and respect for quality of life for 3 (R3, R6 and R7) of 7 residents reviewed for dignity. This failure resulted in care not being provided timely, causing R3, R6 and R7 to experience discomfort/pain, and caused R3 to feel humiliation and anxiousness from sitting in urine and/or feces for extended periods of time, not knowing how long it will take for her to receive necessary assistance.</p> <p>Findings Include:</p> <p>1. R3's "Resident Face Sheet" with a print date of 12/27/2024, documented R3 was admitted to the facility on 01/11/2024, with diagnoses that included acute respiratory failure with hypoxia, chronic obstructive pulmonary disease, heart failure, secondary pulmonary arterial hypertension, major depressive disorder, type 2 diabetes mellitus, and anxiety disorder.</p> | S9999   |  |  |

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| S9999   | <p>Continued From page 2</p> <p>R3's "Physician Order Summary" with date range from 11/27/2024 - 12/27/2024 documented an order to apply zinc cream to gluteal fold and buttocks twice daily and as needed with incontinence.</p> <p>R3's Minimum Data Set (MDS) dated 11/07/2024, documented a Brief Interview for Mental Status (BIMS) score of 15, indicating R3 is cognitively intact. Section GG of R3's MDS documented R3 is a mechanical lift for transfers, and Section M "Skin Conditions" documented R3 was at risk for developing pressure ulcers/injuries with treatments documented as application of ointments/medications.</p> <p>R3's current Care Plan documented a Focus Area of "Dependent transfers. May use stand up lift. Date Initiated 11/20/2024." This focus area included the following interventions: "Descend from chair/bed with instruction for proper hand placement."</p> <p>R3's "Resident Progress Note" dated 12/23/2024 authored by V15 (Family Nurse Practitioner/FNP) "...she is sitting up in wheelchair eating lunch. States she can tolerate sitting up for about an hour or two hours and then needs to go back to bed. States that over the weekend she sat up way to long and her bottom hurt a lot."</p> <p>On 12/26/2024 at 12:45 PM, R3's call light was noted to be lit above the door and the audible alert could be heard going off at the nurse's station. This surveyor was on R3's hall continuously from 12:45 PM to 1:43PM and completing intermittent observations of the call light being illuminated and heard during this time. This surveyor entered R3's room at 1:43 PM and</p> | S9999   |  |  |

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| S9999   | <p>Continued From page 3</p> <p>verified with R3 that no staff had come to answer her call light. At 1:46 PM, V11 (Certified Nursing Assistant/CNA) entered R3's room and shut the call light off. V12 (CNA) also arrived and assisted V11 with putting R3 back to bed.</p> <p>On 12/26/2024 at 1:43 PM, R3 stated every day she has issues getting her call light answered. R3 stated that it is not a lack of the staff wanting to answer it, there just isn't enough staff to do the job. R3 verified that she turned her call light on at 12:45 PM because she wanted assistance to be put back in bed. R3 stated that it is not unusual to wait up to an hour and a half to get someone to answer her call light. R3 stated that when she has to wait long periods of time it causes her to have pain in her coccyx area that continually gets worse. R3 stated that on a weekend she waited 4 hours for a staff member to answer her call light. R3 stated that on the weekend they have less staff than during the week. R3 stated that when therapy comes in on the weekend to do her exercises, she will not get out of bed because she never knows when she will get to go back to bed. R3 stated she tells the staff when they pick up her lunch tray that she wants to go back to bed as soon as they have time. R3 said she generally waits a few minutes then turns on her call light. R3 stated that the CNA's are treated terribly and that is why the facility has trouble getting them. R3 stated that the transportation aide came in to take her vitals today and she had to ask her who she was because she has never seen her before. R3 stated that when she has to wait long periods of time, she is often incontinent of bowel and bladder. R3 stated that when she is incontinent and has to sit in it, it is humiliating. R3 stated that the areas on her coccyx burn and sting when she has to sit in urine and feces.</p> | S9999   |  |  |  |

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| S9999   | <p>Continued From page 4</p> <p>2. R6's "Resident Face Sheet," with a print date of 12/27/2024, documented R6 was admitted to the facility on 07/24/2024, with diagnoses that included neurocognitive disorder with Lewy bodies, peripheral vascular disease, chronic kidney disease, unspecified atrial fibrillation, essential hypertension, spinal stenosis, and unsteadiness on feet.</p> <p>R6's MDS dated 10/29/2024 documented a BIMS of 10, indicating R6 has moderate cognitive impairment. The same MDS documented R6 required substantial/maximal assistance for transfers and that R6 was at risk for developing pressure ulcers with treatments documented as applications of ointments/medications and application of dressing to feet.</p> <p>R6's "Physician Order Report" with a date reference of 11/27/2024-12/27/2024 documented an order for zinc barrier cream to buttocks twice daily, betadine to tops of toes and to right and left heel daily, and calcium alginate to bilateral heels daily.</p> <p>R6's current Care Plan documented a focus area of "Resident has a potential for diminished range of motion, date initiated 07/25/2024." This focus area includes the following interventions:<br/>...observe for signs and symptoms of discomfort and report to nurse.</p> <p>On 12/27/2024 at 8:58 AM, R6 stated that he has to wait to receive care a lot of days. R6 stated that he has waited over an hour for his call light to be answered. R6 stated he requires two staff to provide care for him. R6 stated that the facility needs more staff, especially on the weekends. R6 stated he has a catheter, but he does need assistance for other toileting needs. R6 stated he</p> | S9999   |  |  |

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| S9999   | <p>Continued From page 5</p> <p>cannot reposition himself and has wounds. R6 stated when he waits for an hour for his call light to be answered so he can be repositioned, it causes him pain.</p> <p>3. R7's "Resident Face Sheet" with a print date of 12/27/2024, documented R7 was admitted to the facility on 12/21/2023, with diagnoses that include chronic respiratory failure, hyperlipidemia, essential hypertension, retention of urine, and constipation.</p> <p>R7's MDS dated 11/20/2024, documented a BIMS of 15, indicating R7 is cognitively intact. The same MDS documented R7 is at risk for developing pressure ulcers/injures with treatments documented as applications of ointments/medications.</p> <p>R7's "Physician Order Report" with a reference date of 11/27/2024 - 12/27/2024, documented an order for clean open area to scrotum, apply pink polymem foam, cover change daily and as needed.</p> <p>R7's electronic medical record in the section under Wound Management documented R7 has shearing to right buttock.</p> <p>On 12/27/2024 at 9:00 AM, R7 stated the care in the facility lacks due to not enough staff. R7 stated there is trouble getting call lights answered. R7 stated there are times he waits up to an hour for his light to be answered. R7 stated he looks at his cell phone when he turns the light on, so he knows how long it takes for them to respond. R7 stated that it is all shifts and weekends are typically worse. R7 stated the facility does not have enough staff to care for the residents. R7 stated he has sores on his coccyx</p> | S9999   |  |  |

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| S9999   | <p>Continued From page 6</p> <p>and waits over an hour for the staff to put cream on him. R7 stated that the pain in his coccyx gets worse when he has to wait long periods of time.</p> <p>On 12/26/2024 at 1:50 PM, V11 (CNA) stated there are only 2 CNA's on "this side" (East/Center) of the building today. V11 stated she is exhausted trying to care for this many residents with just one other CNA. V11 stated that it takes 45 minutes to complete checking on residents on one hall and the other residents who need help often have to wait longer than what they should. V11 stated that the Transportation Aide/CNA was supposed to help today but she only did some vitals and answered a few call lights.</p> <p>On 12/26/2024 at 1:57 PM, V1 (Administrator) and V2 (DON/Director of Nurses) stated that there were two call-in's today. V2 stated the Transportation Aide was helping on the floor for a little bit until she had to leave to take an appointment, leaving two CNA's to cover all the residents on East/Center, which is 34.</p> <p>On 12/27/2024 at 9:05 AM, V14 (RN/Registered Nurse) stated staffing is a problem in the facility. V14 stated there are some mornings there is one CNA and one PA (Personal Assistant) to start the day off. V14 stated that residents have to wait for care to be provided because the PA cannot provide any care. V14 stated the CNA schedule is posted with not enough staff and she will ask the department heads to come in and help. V14 stated that there are times none of them will come in to help. V14 stated this is an ongoing issue with the facility but it is worse currently. V14 stated the nurses nor the CNA's can provide the care that the residents need.</p> | S9999   |  |  |

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| S9999   | Continued From page 7<br><br>On 12/27/2024 at 11:31 AM, V18 (Ombudsman) stated that she has had several complaints from residents about the facility being understaffed. V18 stated that the residents are complaining that the staffing shortage is causing the residents to have to wait long periods of time for call lights to be answered.<br><br>Company policy titled "Answering the Call Light" with a revision date of June 2020 documented under section "General Guidelines ....8. Answer the resident's call light as soon as possible."<br><br>(B) | S9999   |  |  |