

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006662	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/22/2025
NAME OF PROVIDER OR SUPPLIER ASTORIA PLACE LIVING & REHAB		STREET ADDRESS, CITY, STATE, ZIP CODE 6300 NORTH CALIFORNIA AVENUE CHICAGO, IL 60659		
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S 000	Initial Comments Complaint Investigations 2582841/IL189307 2583056/IL189740	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210a) 300.1210d)1(3) 300.1610a)1) 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	S9999		

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

TITLE

(X6) DATE

Electronically Signed

05/12/25

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S9999	<p>Continued From page 1</p> <p>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)</p> <p>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:</p> <p>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>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.</p> <p>Section 300.1610 Medication Policies and Procedures</p> <p>a) Development of Medication Policies</p> <p>1) Every facility shall adopt written policies and procedures for properly and promptly obtaining, dispensing, administering, returning, and disposing of drugs and medications. These policies and procedures shall be consistent with the Act and this Part and shall be followed by the</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>facility. These policies and procedures shall be in compliance with all applicable federal, State and local laws.</p> <p>These requirements were not met as evidenced by:</p> <p>Based upon observation, interview, and record review the facility failed to follow facility policies and procedures, failed to ensure that residents are assessed for signs/symptoms of pain, failed to obtain physician orders, failed to follow physician orders, and failed to ensure that physician orders are transcribed on the MAR (Medication Administration Record). The facility also failed to administer pain medication timely to four of four residents (R1, R2, R3, R4) reviewed for pain. These failures resulted in R2 crying due to experiencing "excruciating pain."</p> <p>Findings include:</p> <p>1. R2 was admitted on 7/12/24 (9 months ago) with cervical radiculopathy (pinched or irritated nerve in the neck causing pain radiating into the chest or arm).</p> <p>R2's (7/12/24) care plan states resident is at risk for pain related to cervical radiculitis, interventions: monitor and record/report to Nurse any signs/symptoms of non-verbal pain. Resident will be able to tell you how much pain is experienced and tell you what increases or alleviates pain. Administer pain medication per request.</p> <p>R2's (April 2025) POS (Physician Order Sheets) exclude pain medication.</p> <p>R2's (2/7/25) BIMS (Brief Interview Mental Status)</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>determined a score of 14 (cognition intact).</p> <p>On 4/16/25 at 2:05pm, surveyor inquired about concerns at the facility R2 stated "I (R2) have debilitating RA (Rheumatoid Arthritis) that's in my hands and shoulders [R2's fingers were notably misaligned]. I have tried on multiple occasions to get them (facility staff) to prescribe me lidocaine patches because I've been on them for years. I can't get them here and I've sat here in excruciating pain, on a scale of 1 to 10 it's been 20." Surveyor inquired if R2 has prescribed pain medication R2 responded "I should but no one's giving me one. There are times when the pain is so horrific, I will cry out for hours." Surveyor inquired about R2's current pain level R2 replied "Right now, it's only about a 5." Surveyor inquired if R2 receives Tylenol R2 stated "It doesn't do diddly, so I don't take it. It's like putting a bandaid on a sliced wound." Surveyor inquired if facility staff assess R2's pain level every shift R2 responded "Oh, h*** no, they're (staff) very incompetent here (facility) in many respects."</p> <p>On 4/16/25 at 2:29pm, V8 (Registered Nurse) affirmed that she's assigned to R2. Surveyor inquired if a Lidocaine patch is prescribed for R2 V8 stated "I'm looking through the orders, no I (V8) don't see any Lidocaine patch." Surveyor inquired if R2 is prescribed pain medication V8 responded "No, no pain medication." Surveyor inquired why R2's physician orders exclude pain medication if she has pain related to RA V8 replied "I'm gonna have to follow-up with the doctor for that." Surveyor inquired if R2's pain is assessed every shift V8 stated "Yeah, I'm doing pain assessments on her." Surveyor inquired about R2's pain assessment conducted today V8 accessed R2's EMR (Electronic Medical Record) and responded, "Today at 1:46, it was zero."</p> <p>Illinois Department of Public Health STATE FORM</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>Surveyor advised that R2 is currently experiencing pain and returned to the resident's room (with V8). Surveyor inquired if R2 reported that her pain level was "zero" today R2 replied "That's not true, nobody's ever asked me about it" and V8 failed to request R2's pain level at this time. Surveyor inquired why R2's pain was rated zero today (per EMR) V8 stated "That was at 1:46am (over 12 hours ago), I haven't documented for my shift. I was gonna document it at 2:30" (7.5 hours after V8's shift started).</p> <p>R2's (4/16/25) dayshift (7am-3pm) pain assessment (documented by V8) states "0" however this assessment was entered after surveyor record review/interview and clearly incongruent with actual findings.</p> <p>On 4/17/25 at 11:29am, V2 (Director of Nursing) stated "We got orders for (R2) for the lidocaine patch."</p> <p>R2's (April 2025) MAR affirms that 4% Lidocaine patch orders were received (the following day); start date 4/17/25. R2's Lidocaine patch was administered on 4/17/25 at 8am (roughly 17.5 hours after V8 was made aware of R2's reported pain) and 4% Lidocaine patches are (over the counter) facility floor stock therefore readily available.</p> <p>2. R4's diagnoses include dementia, chronic peptic ulcer, and encounter for palliative care.</p> <p>R4's (3/17/25) care plan states resident is at risk for pain.</p> <p>R4's (3/20/25) BIMS determined that resident is rarely/never understood and altered level of consciousness is continuously present.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>R4's POS includes (3/17/25) pain assessment every shift. Acetaminophen (Analgesic) 650mg (milligrams) every 4 hours as needed for pain (pain scale 1-3). (3/19/25) Hydromorphone (Narcotic) 4mg tablet give 0.25ml (milliliters) every 2 hours as needed for moderate pain.</p> <p>R4's (March 2025) monitoring record affirms pain assessments were not documented on (dayshift) 3/21, 3/23, 3/25, (evenings) 3/21, 3/28 and (nights) 3/17, the entries are blank.</p> <p>On 4/15/25 at 2:27pm, R4 was observed lying in bed in a fetal position. R4 was noted to be grimacing and both hands were grasping the right shin. R4's right foot appeared severely bruised (dark purple) and notably edematous. Surveyor inquired if R4 was in pain however R4 did not respond.</p> <p>On 4/15/25 at 2:29pm, V4 (LPN/Licensed Practical Nurse) affirmed that she was assigned to R4. Surveyor inquired about R4's cognitive and functional status V4 stated "He's bed bound, alert x1, and Yugoslavian speaking." Surveyor inquired how staff communicate with R4 V4 responded "We have a service posted the language help desk, then we have a staff (V5/CNA-Certified Nursing Assistant) 5 days a week in the morning." Surveyor inquired if R4 injured his right foot V4 replied "He came like this, he's here for 1 or 2 weeks" [R4 was admitted on 3/17/25, roughly 1 month ago]. V4 subsequently assessed R4's right foot (as requested) and stated, "Looks swollen, it's maybe looks like +4, we elevate with the pillow." Surveyor inquired if R4's foot also appeared bruised V4 responded "Yeah, discolored." When V4 touched R4's right foot he jerked it away from V4 and placed it over</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>the edge of the mattress (out of reach). Surveyor inquired if R4 has pain medication prescribed V4 replied "He has Acetaminophen and Hydromorphone." Surveyor inquired if R4 received pain medication today V4 stated "Hydromorphone was not recently taken." Surveyor inquired if R4 received Acetaminophen today V4 responded "Not given today." During the assessment, V4 failed to utilize the language help desk and/or staff to determine R4's pain level.</p> <p>On 4/15/25 at 2:35pm, surveyor inquired what language R4 speaks V5 (CNA) stated "Bosnian" and affirmed that she's able to communicate with R4. V5 inquired if R4 was experiencing pain however received no verbal response and he was motioning towards his ears. Surveyor inquired if R4 is hard of hearing V5 responded "He has a little bit hearing problem." V5 inquired (again) in a louder voice if R4 was experiencing pain R4 raised both hands in the air, shrugged his shoulders and appeared perplexed as if he didn't understand what was asked and/or didn't hear the question. Surveyor inquired if R4's foot appeared bruised V5 responded "Probably, but like a little bit swollen" however failed to determine R4's pain level.</p> <p>On 4/15/25 at 2:45pm, surveyor inquired when R4 was last medicated for pain V4 reviewed the EMR (Electronic Medical Records) and stated, "Hydromorphone he never got, 3/21/25 was the Acetaminophen" (several weeks ago).</p> <p>R4's (4/15/25) MAR affirms at 11:24pm (roughly 9 hours after V4's assessment) R4 received Acetaminophen 650mg for pain rated "4" however Acetaminophen was prescribed for "pain scale 1-3" [Hydromorphone should have been</p>	S9999		

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S9999	<p>Continued From page 7 administered].</p> <p>3. R1's diagnoses include dislocation of right hip, pain in left leg, and sciatica right side.</p> <p>R1 was discharged from the facility on 4/10/25.</p> <p>R1's (3/20/25) care plan affirms resident is at risk for pain, intervention: provide analgesic as ordered.</p> <p>R1's POS includes (3/20/25) Pain assessment every shift. (3/24/25) Lidocaine Patch 4% apply to right hip in the morning for pain.</p> <p>R1's (2025) monitoring record affirms pain assessments were not documented on 3/22, 3/26, 3/27, and 4/6 (dayshift).</p> <p>R1's MAR affirms the prescribed Lidocaine Patch was marked "UV" (Unavailable) on 4/5/25.</p> <p>On 4/21/25 at 3:16pm, surveyor inquired what "UV" indicates on the MAR V10 (Registered Nurse) replied "I believe it's unavailable.</p> <p>The (2/28/25) resident counsel concern/response form includes the following: residents state they are having to wait a long time when requesting pain medication, in-service done however the (undated) pain medication administration in-service/training sign in sheet includes only 9 staff signatures.</p> <p>The pain policy (revised 1/30/25) states it is the policy to ensure that all residents are assessed for pain in every situation where there is a potential for pain. For pain complaints and for situations/incidents that might result to pain, the nursing staff may document it in any part of the</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>resident's medical record that may include Nurses notes, incident report, medication record, etc. Upon admission, the nurse will assess resident for pain. For those identified with pain upon admission/readmission assessment, an order for pain medication will be obtained from the physician. Pain medication ordered will be administered to the resident as soon as possible.</p> <p>The physician orders policy (revised 8/16/24) states the facility shall ensure to follow physician orders as it is written in the POS.</p> <p style="text-align: center;">"B"</p>	S9999		