

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6007298	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/24/2025
NAME OF PROVIDER OR SUPPLIER SHARON HEALTH CARE PINES		STREET ADDRESS, CITY, STATE, ZIP CODE 3614 NORTH ROCHELLE PEORIA, IL 61604		
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S 000	Initial Comments Complaint Investigation 25323411/IL190512	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b 300.3240a) 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 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	S9999		

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

Electronically Signed

TITLE

(X6) DATE

05/07/25

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S9999	<p>Continued From page 1</p> <p>care needs of the resident.</p> <p>Section 300.3240 Abuse and Neglect</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>Based on interview and record review the facility failed to protect a resident (R1) from mental and verbal abuse and failed to protect residents from further potential abuse. This failure resulted in residents experiencing emotional distress and persistent fear of V3 (Certified Nursing Assistant). This failure has the potential to affect all 102 residents who reside in the facility.</p> <p>Findings include:</p> <p>The Facility Abuse Prevention Program Facility Policy, reviewed 12/18/24, documents: the Facility affirms the right to our Residents to be free from abuse and neglect; prohibits mistreatment, neglect or abuse of its Residents, and has attempted to establish a Resident sensitive and secure environment; purpose of this policy is to assure that the Facility is doing all this within its control to prevent occurrences of mistreatment, neglect or abuse of our Residents; by orienting and training employees on how to deal with stress and difficult situations, and how to recognize and report occurrences of mistreatment, neglect and abuse; establishing an environment that promotes Resident sensitivity, security and prevention of mistreatment; identifying occurrences and patterns of potential mistreatment promptly and aggressively and making the necessary changes to prevent future occurrences; committed to protecting our Residents from Abuse by anyone including, but</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>not limited to Facility staff, other Residents and staff from other Agencies, or any other individuals; this Facility will not knowingly employ individuals who have been convicted of abusing, neglecting or mistreating individuals; the following are based on Federal and State Regulations and interpretive guidelines; verbal abuse is defined as the use of oral, written or gestured language that willfully includes disparaging and derogatory terms to Residents, within their hearing distance, regardless of their age, ability to comprehend, or disability; example of verbal abuse include, but no limited to, threats of harm or saying things to frighten a Resident; and mistreatment means inappropriate treatment.</p> <p>The Facility Resident Rights for People in Long-Term Care Facilities, revised 3/2011, documents: Your Facility must provide services to keep your physical and mental health and sense of satisfaction and you must not be abused by anyone, physically, verbally or mentally.</p> <p>The Facility Diffusing Behaviors Policy, undated, documents: do not raise voice; do not argue, scold or threaten; do not treat patients like they are your children, do not be condescending; do not talk about patients in his/her presence; and do not take it personally and get upset; do remain calm; do intervene early; do not try to reason with someone who is unreasonable; and do take time to listen.</p> <p>The facility's current Room Roster documents 102 residents currently reside in the facility.</p> <p>The Facility's local Report to the State Agency, dated 3/25/25, documents an Abuse incident on 3/19/25 between R1 and V3 (CNA). The Final Report documents an event that occurred in the</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>Main Dining Room. R1 and V5 (Registered Nurse/RN) were discussing R1's request for a wheelchair to assist temporarily with mobility issues, when V3 (CNA) interrupted the conversation to comment that (R1) "was not having any kind of difficulties with mobility earlier when your new girlfriend was visiting," then R1 told V3 to "shut up," and called V3 a "bitch." R1 stated, "I am not talking to you (V3)." V3 proceeded to tell R1 "your girlfriend is ugly." R1 got upset and V3 "remained argumentative and confrontational, raising both arms into fists, saying "What are you going to do about it? Fight me?"</p> <p>The Facility's local Report to the State Agency, dated 3/25/25, documents an interview with R1. R1 stated that while R1 was at the Nurse's Station, R1 was talking to V5 (Registered Nurse) and V3 (CNA) stated to me "by the way, your girlfriend is ugly." So R1 stated, "no she is not." R1 also stated, "I also could have said more to her, but I do not recall." Then R1 stated that "(V3) started to stick her tongue out and stated, "I am going to take away your visitor pass" and V3 "was making threatening gestures."</p> <p>R1's Information Report, dated 3/21/25 at 1:45 pm, documents that V3 (CNA) told R1, "Your girlfriend is ugly." R1 stated, "Look, she is not ugly, she is beautiful." V3 then "stuck her tongue out at (R1) three times."</p> <p>V1's (Administrator/ADM) Information Report, undated, documents that it was difficult getting V3 to write a statement regarding the incident with R1. V1 documents that V3 was "very confrontational and aggressive." The Information Report also documents that V3 was "fixated on wanting to know what was being done to (R1)</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>personally and how (R1) was going to be punished for cussing at (V3). V1 attempted to explain to V3 that the Facility does not punish Residents and that the Resident population in the Facility has mental illnesses or brain injuries and consequently may have behaviors. V3 remained argumentative with minimal insight.</p> <p>V3's (CNA) Information Report, dated 3/19/25, documents that R5 was helping R1 walk, and V3 stated that V3 "jokingly" said to R5, "Why are you holding her arm? She can walk." R1 told V3 to shut up. V3 then stated to R1, "I was not even talking to you, why are you even talking to me?" R1 told V3 "because I can." V3 stated, "that is when I said 'girl' by the way, yo (your) girlfriend ugly."</p> <p>V5's (Registered Nurse/RN) Informational Report, undated, documents that R1 was talking to V5 about obtaining a wheelchair. V5 stated (V3) 'chimed' in and responded to R1. R1 responded to V3 stating "you are not my nurse or CNA so shut up." V5 then proceeded to ask R1 to calm down and go back to R1's hall. Then V3 proceeded to call "(R1's) girlfriend ugly." R1 then called V3 a "b*tch." V3 then responded to R1 "fight me, fight me." V5 states that the "staff grabbed (R1) and (V3) and proceeded to tell them to "let her (R1) go". R1 went down the hallway. V5 stated that V3 was inappropriate and R1 told V5 that R1 felt disrespected and that R1 is "afraid of (V3) when (V3) works down (R1's) hallway."</p> <p>V6's (Registered Nurse/RN) Informational Report, undated, documents that V3's response to R1 was "over-the-top" and "inappropriate." R1 wanted to sit in a wheelchair because R1's foot hurt. V3 stated, "you was not hurting earlier." R1</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>told V3 to "shut the f*** up b****, I was not talking to you." V6 states that R1 was "tired of being interrupted by (V3)." V3 then told R1 "well, your girlfriend is ugly." V6 stated that V3 "would not stop" and kept saying "what (are) you gonna do about it?" and "like (V3) was trying to get (R1) to fight." V6 stated that V3's behavior was inappropriate and unprofessional.</p> <p>V7's (Registered Nurse/RN) Informational Report, undated, documents that V3 is confrontational, demeaning to the Residents and "just talks down to them." V7 also stated that V3 "acts like she does not provoke" them (Residents) on purpose.</p> <p>V8's (Licensed Practical Nurse/LPN) Informational Report, undated, documents that V8 reports that V3 is "borderline rude and not appropriate with Residents." V8 also reports that V3 is "often confrontational with residents and talks down to them."</p> <p>V10's (Certified Nursing Assistant/CNA) Informational Report, undated, documents that V3 was "grossly inappropriate and unprofessional." V10 also states that V3 presents as "confrontational and argumentative with Residents."</p> <p>The Facility Nursing 24 Hour Staffing Reports (dated 4/1/25, 4/2/25, 4/3/25, 4/5/25, 4/6/25, 4/9/25, 4/10/25, 4/14/25, 4/15/25, 4/17/25, 4/19/25 and 4/20/25) document V3 (CNA) working Second Shift on the B Hall, C Hall, E Hall and Kitchen Window.</p> <p>V3's (CNA) Timecard Report, dated 3/20/25 through 4/22/25, documents that V3 worked a total of 119.65 hours (3/27/25, 3/28/25, 3/31/25, 4/1/25, 4/2/25, 4/3/25, 4/5/25, 4/6/25, 4/8/25,</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>4/9/25, 4/10/25, 4/14/25, 4/15/25, 4/17/25, 4/19/25 and 4/20/25).</p> <p>V3's (CNA) Employee Report, dated 3/19/25, documents V3's misconduct. The Employee Report documents that V3 was "grossly inappropriate with a Resident offering unprofessional personal observations on a Resident's relationship." The Employee Report also documents that V3 presented as "confrontational and argumentative with a Resident" and that "further issues will result in termination, as behavior will not be tolerated."</p> <p>V3's (CNA) Employee Report, dated 3/20/25, documents a "suspension pending an investigation of possible verbal abuse and inappropriate dialogue with a Resident."</p> <p>V1's (ADM) letter to V11 (Union President), dated 3/28/25, documents that the Facility found that V3 (CNA) was found to have displayed actions and/or conduct that is not in keeping with the Facility Employee Guidelines and/or State and Federal Regulations. The letter documents that V3 was grossly inappropriate with a Resident (R1) during an unprovoked verbal interaction and that V3's demeanor was confrontational, threatening and unprofessional. Furthermore, the letter also documents that V3's exchange was borderline blatant emotional and verbal abuse. V1 advised V11 that, after much deliberation, V3's termination was modified to a suspension.</p> <p>On 4/19/25 at 10:30 am, R1 stated, "(V3) was not joking with me, at all that day. (V3) says she is joking, but I never feel like she is joking. (V3) is always derogatory, insulting and threatening towards me and knows how to push my buttons. She knows that things bother me and continues</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>to just poke and poke at me. My girlfriend had come down from Chicago to visit me earlier that day and I was walking fine at that time. Then around dinner time, (R5) was helping me walk to talk to V5 (Registered Nurse) at the Nurse's Station, and I was asking for a wheelchair because my legs had started hurting. I was not even talking to (V3) and (V3) just walked up and interrupted my conversation with (V5). I told (V3) to shut up, I was not even talking to (V3), and it was none of (V3's) business. Then (V3) told (V5) not to help me walk and that (V3) thought I did not need a wheelchair or any help because (V3) saw me walking earlier in the day with my girlfriend and (V3) told (V5) that I was walking just fine then. Then I got mad at (V3) and called (V3) a b*tch. (V3) put her fists up at me and asked me if I wanted to fight her and (V3) called my girlfriend ugly. I told (V3) that my girlfriend is not ugly, she is beautiful. Then (V3) stuck her tongue out at me and she did that like three times. (V3) causes so many problems for everyone here, I am scared of her. I walked back to my room to avoid her, but I was scared walking back down the hallway by myself, like (V3) was going to come after me. It is not right for (V3) to work in a place like this. (V3) is still rude to me and I feel like (V3) keeps bullying me and antagonizes me on purpose. (V3) constantly demeans me and harasses me, even when I am minding my own business. I have seen (V3) do this bullying and intimidation to so many people that are here and (V3) even does it to the employees. We all see it and it is very uncomfortable. I am scared to even be around her, it makes me nervous, so a lot of times I just have to go to a different area to be away from her. I think people are scared to say anything, I know that I am scared."</p> <p>On 4/19/25 at 7:59 am, R2 stated, "I have had</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>run-ins with (V3). (V3) has an attitude with me. We all think she is mean and are scared of her. (V3) is aggressive and hateful. I think (V3) does and says things on purpose to hurt people. (V3) is just not a nice person to anyone. (V3) works second shift, and usually works the kitchen window with serving food. When we are in the Dining Room, (V3) says mean things to all the residents. "</p> <p>On 4/19/25 at 8:13 am, R3 stated, "Oh, (V3) is not known as a nice person. What's sad is, I think (V3) is a good CNA. (V3) acts like (V3) is kidding with me, but I know that (V3) really is not. I never say anything because I really do not want to deal with it, so I just keep it to myself. I am just glad that (V3) really does not need to help me much, because it makes me nervous and uncomfortable when (V3) is around."</p> <p>On 4/19/25 at 10:45 am, R4 (Resident Council President) stated, "(V3) is known to talk to people very harsh and people complain about it, but not everyone tells on (V3) because they are scared of (V3)."</p> <p>On 4/19/25 at 10:45 am, V5 (Registered Nurse) stated, "I was the nurse on duty the night that (R1) and (V3) got into it. (R1) walked up to me at the Nurses' Station in the Dining Room area and (R5) was holding on to (R1's) arm to help because (R1) wanted a wheelchair. (V3) just walked up to the Nurses' Station and interrupted our conversation and told me that (R1) did not even need a wheelchair. (R1) told (V3) to shut up and leave (R1) alone and that it was not any of (V3's) business. (R1) cursed at (V3) and (V3) put up (V3's) fists towards (R1) and asked (R1) to fight. (V3) also stuck out (V3's) tongue a couple times at (R1). (V3) is very rude and evil to</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>people. I have been scared to walk out to my car by myself at night after Second Shift because of her. I am not gonna lie, (V3) is getting by with everything and (V3) tells everyone that (V3) is part of the Union, and they cannot do anything to (V3).</p> <p>On 4/22/25 at 8:17 am, V9 (Ombudsman) stated, "I am aware of verbal situations with (V3/CNA). (V3) is a Second Shift CNA and let me tell you, (V3) is something else. I have heard from Residents that (V3) is very rude and they have even voiced concerns to me. It does also happen during the mealtimes too, when other Residents are around. (V3) has a nasty attitude, not only with Residents but also to staff, and the Residents are witnessing that. I do know that (V3) got suspended for talking to a Resident (R1) in an abusive manner. Even though these residents here in this Facility have a lot of psychological diagnoses and brain injuries, some are still very well with it. The way that (V3) talks to the residents, is still a form of abuse and (V3) should not be talking to them in that manner, and we know that is not right."</p> <p>On 4/19/25 at 1:01 pm, V3 (CNA) stated, "(R5) was helping (R1) and was holding (R1's) hand; they were up at the Nurses' Station. I heard (R1) ask (V5/RN) for a wheelchair because (R1) said that (R1's) legs were weak, and I said 'that is funny you were just walking fine earlier today when your girlfriend was here. I did not think that she needed a wheelchair and said, you do not even need a wheelchair. (R1) then said to me 'b*tch shut up.' (R1) was cursing at me and telling me to shut up. So, I told (R1) that (R1's) girlfriend was ugly and just stuck my tongue out at (R1) to mess with (R1), because we are all like family and we all just joke around. I was kidding with</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>(R1) that we were gonna fight. I do not even help or talk to half of them Residents anyway because I am on the other side of the building. I just stay in the break room and mind my own business. The only time I see the other residents is when I am in the Dining Room working the serving window. I think they have me mistaken with someone else, I never am rude to them. I ended up getting fired but then I grieved that and ended up getting suspended instead for that incident with (R1) about the wheelchair and had to do some additional training."</p> <p>On 4/22/25 at 11:58 am, V11 (Certified Nursing Assistant Union President) stated, "I am aware of the incident with a Resident in the Facility (R1) and (V3). (V3) was discharged and then employment was re-instated. I cannot really get into it much because there is a Union Grievance, and it is going to Arbitration. We do expect our Union employees to follow the Federal and State Regulations for Nursing Homes for Abuse. I do not condone Verbal or Mental Abuse."</p> <p>On 4/22/25 at 9:10 am, V4 (Abuse Coordinator/Assistant Administrator/Quality Assurance) stated, "I am the Abuse Coordinator. We became aware of (V3's) interaction with (R1) and completed a full investigation. (V3) is part of a Union, and we terminated (V3) over the incident, but then the Union became involved, so we had to just suspend (V3) and bring (V3) back to work, under the guidance of our attorney and the Union. We became aware of (V3's) demeanor and behaviors with the Residents and staff, but we had no choice but to bring (V3) back. We have put safety measures in place to monitor (V3's) behaviors because (V3) is very intimidating and insulting."</p>	S9999		

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6007298	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/24/2025
NAME OF PROVIDER OR SUPPLIER SHARON HEALTH CARE PINES		STREET ADDRESS, CITY, STATE, ZIP CODE 3614 NORTH ROCHELLE PEORIA, IL 61604		
(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	<p>Continued From page 11</p> <p>On 4/19/25 at 8:52 am, V1 (Administrator) stated, "I reported and investigated the allegation between (R1) and (V3). I actually terminated (V3) over it but (V3) is a Union employee and the Union made me reinstate (V3) after a five-day suspension. We had to backpay (V3) also. They contributed it to cultural interpretation according to the Union. Basically, staff reported to me that (V3) interrupted a conversation between (R1) and (V5) and was antagonizing (R1), told (R1) that (R1's) girlfriend is ugly and raised (V3's) fists at (R1) and wanting to fight, apparently (V3) states it was a joke. I told (V3) we do not joke like that. I had multiple staff and Residents that witness (V3's) aggressiveness and inappropriate language with the Residents. There are staff that are actually scared of (V3) too. After this incident, we started reviewing the camera footage and have a monitor on (V3's) shift. When I was investigating the incident, (V3) was more upset that (R1) cursed at (V3) than anything and wanted me to reprimand (R1). I tried to explain to (V3) that our Residents have mental issues, and we need to learn to de-escalate and not provoke behaviors, and to be patient with them. "</p> <p>On 4/24/25 at 1:00 pm, V4 (Abuse Coordinator/Assistant Administrator/Quality Assurance) stated, "(V1/ADM) is in firing (V3) right now and I can hear (V3) yelling through the door."</p> <p>(B)</p>	S9999		