

Illinois State Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0052910		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 07/20/2025	
NAME OF PROVIDER OR SUPPLIER GENERATIONS OAKTON PAVILLION				STREET ADDRESS, CITY, STATE, ZIP CODE 1660 OAKTON PLACE , DES PLAINES, Illinois, 60018			
(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) COMPLETION DATE	
S0000	Initial Comments		S0000				
	Complaint Investigation						
	Complaint #2596551/2565232						
S9999	Final Observations		S9999				
	Statement of Licensure Violations						
	300.610a)						
	300.3210t)						
	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.						
	These requirements were NOT met as evidenced by:						
	Based on observation, interview and record review, the facility failed to ensure a resident remained free from staff to resident abuse for one of three residents (R1) reviewed for abuse. This failure resulted in R1						

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued from page 1 sustaining physical injuries and R1 being transported to the emergency department for treatment, ultimately resulting in R1's request discharge against medical advice due to fear and dissatisfaction with the facility.</p> <p>Findings include:</p> <p>R1 is a 62-year-old with diagnoses including heart failure, epilepsy, hypertension, hyperlipidemia and anxiety disorder.</p> <p>On 7/18/25 at 1:50 PM, V1 (Administrator) said she was the abuse prohibition coordinator and was present in the building due to flooding in the basement that evening she was trying to address when V4 nurse had an altercation with the resident R1. V1 indicated she was told by the resident that V4 hurt his wrists and chest during the altercation and that the resident called 911 and police and fire department came to speak with resident. V1 said she personally walked V4 out of the building at around 8:30 PM to investigate the incident and that she had reviewed the facility security closed circuit television (without audio) but did not believe V4 was at fault however suspended the staff member to follow their abuse policy. V1 then offered to show the video surveillance to the surveyor.</p> <p>Facility security video footage (without audio) captured the incident. Although the verbal exchange could not be heard, the footage showed V4 pointing and motioning aggressively to R1 to return to his room. The video also showed physical interaction consistent with the R1's account, including a posture and mannerisms by the nurse (V4) suggestive of an aggressive and confrontational stance. The video footage further supported that the situation escalated instead of being diffused. V4 is seen motioning with his hands for R1 to come towards him whereupon R1 appears to dash down the hall with clenched fists and confronts V4. V4 appears to remain in place instead of walking away from the situation in order to diffuse further escalation. There appears to be a verbal exchange between V4 and R1. V4 again instead of walking away, appears to push R1 away from him and makes contact with the resident's chest and hands. V4 continues to make motions with his hands and points in the direction down the hall in an effort to tell the resident to go back to his room. The whole exchange lasted over 2 minutes whereupon the resident disappears from camera view and V4 returns to nursing station.</p> <p>On 7/19/25 at 3:30 PM, R1 said, "a male nurse treated me like some dog. I asked him to go see what's going on</p>		S9999				

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S9999	<p>Continued from page 2</p> <p>with another female resident who kept screaming and screaming and she sounded like she was in a lot of pain, and no one was paying attention to her. I asked this male nurse to go help her and he shouts down the hall to me to quiet down and that it wasn't his patient and to go back to my room. This really upset me because he treated me like I was some mental patient, and this angered me. He kept arguing with me that it wasn't his patient and to stop telling him what to do. He motioned to me to come to him like I was some dog as if he wanted to fight me, so I did that and went over to him, but I didn't hit him or anything, but he was pointing his finger at me and kept motioning to me to get the hell away from him instead of addressing the situation. He pushed me away and that's when I think he hurt my chest, and I must have banged my elbow, but I was so angry that I can't really recall all the details. He's a nurse and should not treat patients this way so I told this when I was in the ER (emergency room.)." R1 returned to the facility after treatment but expressed to staff the following day that he no longer felt safe and requested discharge against medical advice. R1 said he was being watched by V3 social worker and other staff and he was treated like an animal and wanted to go somewhere else instead where staff were kind. R1 stated R1 was trying to get another patient some help.</p> <p>On 7/18/25 at 3:30 PM, V3 (Social Service Director) said that he is involved in the orientation of new employees, but that part of his orientation does not include anything related to de-escalation of behaviors but more so a general summary of dementia and emphasis on elopement prevention.</p> <p>On 7/18/25 at 4:10 PM telephone interview, V4 (LPN) said that he did not have any physical contact with the resident and denied raising his voice to the resident. V4 said that R1 placed his chest against his chest and his arms were at his side and he tried to "control himself". Surveyor asked what he meant by "trying to control himself" and asked if R1 made him angry, V4 said that he meant that he wanted to try to make the resident calm was what he meant to say but admits that he was unable to calm the resident down. Surveyor asked where his arms were when this altercation came about, V4 said that his arms were at his side all the time. Surveyor asked if he raised his voice, shout at the resident, or used any type of harsh language, V4 said that he told (R1) that the resident that was screaming was not his and that he had the resident to go back to his room numerous times, but the resident did not listen to him. V4 indicated he had past dementia training but not this current facility. V4 denied de-escalation training on resident behaviors. V4</p>			S9999			

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S9999	<p>Continued from page 3 indicated he was not shown the video.</p> <p>On 7/18/25 at 4:30 PM, V5 LPN said V5 was the other nurse on duty the night of the incident (7/16/25) did not witness the altercation between R1 and V4 as she was busy in another room attending to a different patient however heard a loud argument down the hall. V5 said she heard the resident (R1) screaming at V4 but did not hear V4 saying anything back to the resident. V5 said she heard an argument but only heard R1 shouting. V5 again said, that she heard R1 but said that V4 did not say anything to the resident. V5 stated V5 did not observe what was written in the note, "No I was busy in another room."</p> <p>Review of V5's nursing note entry does not align with her statement to the surveyor.</p> <p>On 7/16/25 at 8:30 PM, V5 (LPN) wrote, R1 approached Nurse V4 (LPN) and requested that he check on another resident who was asking for help. Nurse V4 responded promptly and went to assist the other resident. Upon returning, Resident appeared upset and began yelling at Nurse (V4), demanding that he go back and check on the resident again. Resident became increasingly agitated and attempted to physically punch (V4). Nurse V4 raised his hand to block the punch. Nurse V4 then instructed R1 to return to his room and refrain from further aggressive behavior. Shortly after the incident, Resident alleged that Nurse V4 had struck him and requested that the police be contacted. Due to the escalation and the resident's emotional state, the decision was made to send R1 to the Emergency Room (ER) for further evaluation and safety assessment. Supervisor was notified.</p> <p>Facility abuse policy revised 2022 reads in part, "This facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. In order to do so, the facility has attempted to establish a resident sensitive and resident secure environment. The purpose of this guidance is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents.</p> <p>Physical Abuse is the infliction of injury on a resident that occurs other than by accidental means and that requires medical attention (77 Ill. Adm. Code</p>		S9999				

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S9999	Continued from page 4 300.330). Physical abuse includes hitting, slapping, pinching, kicking, and controlling behavior through corporal punishment. Verbal Abuse is the use of oral, written, or gestured language that willfully includes disparaging and derogatory terms to residents or families, or within their hearing distance, regardless of an individuals' age, ability to comprehend, or disability. "B"		S9999				