

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001895	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 05/16/2025
NAME OF PROVIDER OR SUPPLIER SOUTHVIEW MANOR		STREET ADDRESS, CITY, STATE, ZIP CODE 3311 S. MICHIGAN AVE. CHICAGO, IL 60616		
(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 Complaint Investigations 2583907/IL191530 2584137/IL192066 Investigation of Facility Reported Incident of 5/03/2025/IL00192023	S 000		
S9999	Final Observations 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	S9999		

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

TITLE

(X6) DATE

Electronically Signed

06/10/25

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S9999	<p>Continued From page 1</p> <p>by:</p> <p>Based on observation, interview and record review, the facility failed to maintain rights of every resident to be free from abuse for 5 out of 6 residents (R2, R3, R4, R5, R6) reviewed for abuse. This failure resulted in R6 hitting R1 and resulting in an abrasion to R1's face requiring medical attention. This failure resulted in R2 making fun of and using derogatory words towards R3 and physically knocking on R3's helmet. R2 hit R3 on the face with an object which required medical attention. This failure also resulted in R5 hitting R4 on the face, causing R4 to retaliate by attempting to hit R5 with her purse.</p> <p>Findings include:</p> <p>1. R1 is 62 years old, initially admitted in the facility on 09/29/2014. R1's medical diagnosis includes schizoaffective disorder, bipolar type, disorganized schizophrenia, psychosis, extrapyramidal and movement disorder. R1's cognition is intact with Brief Interview of Mental Status (BIMS) score of 15.</p> <p>R6 is 54 years old, initially admitted in the facility on 05/15/2015. R6's medical diagnosis includes schizophrenia, schizoaffective disorder. R6's cognition is moderately impaired with BIMS of 10.</p> <p>Incident report dated 04/28/2025 documents that R1 and R6 were involved in a physical altercation, resulting R6 sustaining injury to his left eye. R6 was sent to the hospital for medical attention and R1 was sent out for a psychological evaluation. The is no final incident report submitted by the facility.</p> <p>Written Statements:</p>	S9999		

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S9999	<p>Continued From page 2</p> <ul style="list-style-type: none"> - V9 (Infection Preventionist / Registered Nurse) documents R6 was observed with redness on his forehead and an abrasion on his left cheek while we were in the elevator to the 6th floor. R6 stated that R1 punched him. R1 said that R6 swung at him, and that is why he (R1) punched R6. Dated 04/29/2025 at 09:30 AM at 1st floor dining area. Witnesses includes staff member. - R1 stated he tried to put his hand around my girlfriend. He was jealous. Happened during smoke break by the pop machine. Verify who made the statement. - R6 stated, he started talking crazy and he swung at me, and I hit him back. - V10 (PRSA) stated R1 and R6 had words at the 1st floor dining room when I arrived, they were separated. <p>On 05/13/2025 at 01:12 PM, R1 refused to accept visitors. R1 said, "I don't want to talk, I have every right not to talk." And on 05/14/2025 at 09:59 AM, R1 went to writer at the dining room said, "I don't feel like talking."</p> <p>On 05/14/2025 at 9:40 AM, R6 said, "R1 trying to get a girl from me, I defend myself, I hit him back by he hit me first. He is trying to steal my girlfriend. My girlfriend is from the outside." R6 then left the room.</p> <p>On 05/14/2025 at 01:02 PM, V10 (PRSA) stated the incident between R1 and R6 happened at the dining room during smoke break. V10 stated he heard residents yelling fight! fight! When he came around the corner and saw R6 had scratched</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>over his face. R1 was standing in a "punching position" and R6 was sitting position. V10 said, "I seen blood over and around his eyes." V10 stated that both were escorted at the elevator. V10 stated that he was the staff who first approached R1 and R6 during the incident. And he cannot recall if there are other staff present during the incident. It happened on the 1st floor main dining room near the door to the smoking area or patio. R1 and R6 were on the side waiting to come out to smoke. Per V10 the incident happened around 07:50 AM to 07:55 AM.</p> <p>05/14/2025 at 01:36 PM, V9 (Infection Preventionist / Registered Nurse) state that it was around 09:30 AM when he was in the elevator that he noticed R6 redness on his face and abrasion on his cheek. R6 told him that R1 punched him. V9 stated that he does not have any idea what happened with R1 and R6 because nobody told the nursing staff about the incident. V9 said, "nobody endorsed them to nursing or informed the nurses. Maybe they did not see the bruises." V9 stated that he was the staff who informed V1 (Administrator/Abuse Coordinator) about the incident.</p> <p>On 05/15/2025 at 09:57 AM, V1 stated that an altercation between R1 and R6 happened out by the smoking area related to resident's girlfriend. V1 is not sure who the girlfriend. According to V1, R1 and R6 did not want to say who the girlfriend. V1 stated that V10 (PRSA) was the first facility staff that addressed the incident.</p> <p>Per incident final report documentation: It was determined that R1 and R6 were involved in a physical altercation that resulted to R6 abrasion to his face that needs medical attention to the hospital. R1 was also sent to the hospital for</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>psychological evaluation.</p> <p>2. R2 is 61 years old, initially admitted in the facility on 04/20/2011. R2's medical diagnosis includes schizophrenia, schizoaffective disorder, epilepsy and bipolar disorder. R2's cognition is intact with BIMS score of 15.</p> <p>R3 is 49 years old, initially admitted in the facility on 06/27/2016. R2's medical diagnosis includes cerebral palsy, schizoaffective disorder, epilepsy, hemiplegia and hemiparesis following cerebrovascular disease affecting right dominant side, dementia, schizophrenia and major depression. R3's has moderate cognitive impairment with BIMS score of 11.</p> <p>Incident report dated 05/03/2025 documents that R2 and R3 were involved in physical altercation, resulting in R2 sustaining an abrasion to nose. Both R2 and R3 were sent to the hospital for psychological evaluation.</p> <p>Written Statements:</p> <p>R3 stated I was smoking my cigarette and was talking with another resident. R2 walked up to me and called me handicap for no reason. And I told him not to call me that again. He then came close to me and took off my helmet and threw it on the floor. That is when I hit him (R2) with the ash tray. I don't know what came over me. Dated 05/03/2025 at 01:45 PM at the patio.</p> <p>V10 (PRSA) stated R2 and R3 were fighting on the patio around 01:35 PM.</p> <p>V11 (Activity) stated R2 knock R3's blue helmet off his head. And R2 got up in R3's face. R3 picked up the cigarette holder and threw it at R2's</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>face.</p> <p>V12 (Activity Aide) stated heard helmet hit the ground when staff went outside, R3 and R2 was going back and forth. Staff stepped in between to diffuse the situation. R2 and R3 continue to exchange words. R2 sat down in a chair when R3 grabbed the cigarette holder and hit R2 across the face.</p> <p>On 05/14/2025 10:10 AM, at smoking area there are between 25 to 30 residents occupied inside. Residents are crowded in the smoking area seen hard to move freely.</p> <p>On 05/14/2025 at 11:25 AM, V11 (Activity Aide) stated that the incident between R2 and R3 happened in the patio. R2 knocked on R3's helmet. Then R3 threw cigarette holder on R2. V11 stated that she was the only staff at the smoking area. V11 was asked after R2 knocked R3's helmet on the ground. What did she do? V11 replied, "It happened so fast. R2 knocked helmet of R3. R3 threw cigarette holder to R2." V11 stated that she was on the door that leads inside the facility when incident happened. V11 stated that the distance between her and residents (R2, R3) was about 2 meters. V11 stated that usual residents that goes to the smoking area about thirty (30) residents. And it is hard to manage all the residents that were in the smoking area. V11 said, "I think that the problem there are a lot of smokers in the facility, and it is hard to manage." V11 stated that there are about thirty (30) residents that are on the smoker's list but not all goes to the smoking area at the same time. Facility submitted smoker's list with seventy-nine (79) residents listed as smokers.</p> <p>On 05/14/2025 at 02:15 PM, at the smoking area</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>there were multiple dark brown colored receptacle bin for cigarette disposal about 2 to 3 feet tall made of hard material that has substantial weight about 5 to 10 pounds. Circular base and cylindrical top attach to the base that are detachable. Per V11 stated that was the thing that R3 hit R2 on the face.</p> <p>On 05/14/2025 at 12:14 PM, V12 (Activity Aide) stated that she was inside the building when she heard something hit the ground. When she went outside the smoking area, V11 who was lighting cigarettes to residents was with R2 and R3. Per V11, R2 knocked R3's helmet. After that we thought that it was over. Then R3 threw the cigarette holder to R2 hitting R2 on the face. V12 said, "We already intervened after R2 knocked the helmet of R3. Then R3 threw the cigarette holder to R2."</p> <p>On 05/15/2025 at 09:57 AM, V1 stated that R2 was making fun to R3 when R2 took R3's helmet and threw it on the floor. V11 and V12 intervene, R3 sat down took the bin, got up went to R2 and hit R2 on the face with the bin. During that time V11 and V12 were passing and lighting cigarettes to residents. V1 stated that the incident could have been avoided to let R2 go out of the smoking area since he does not smoke. And that R3 has weakness on his or contractures on his right arm. V1 stated that R2 is a big resident, female staff are afraid that R2 will retaliate. V1 was made aware of smoking area difficulty to accommodate seventy-nine (79) residents listed as smoker. V1 stated that review was done related to smoking policy and smoking area. That facility needs to hire more staff, staff to receive training and for female staff to call help from male staff in case of similar incidents. V1 stated that the incident was substantiated, because it</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>happened and both residents were sent out to the hospital.</p> <p>3. R4 is 73 years old, initially admitted in the facility on 02/18/2010. R4 medical diagnosis includes schizophrenia, schizoaffective disorder bipolar type, major depressive disorder and anxiety disorder. R4's cognition is intact with BIMS score of 14.</p> <p>R5 is 52 years old, initially admitted in the facility on 01/19/2016. R5 medical diagnosis includes schizophrenia, bipolar disorder, depression, delusional disorder and anxiety disorder. R5 has moderate cognitive impairment with BIMS score of 11.</p> <p>05/13/2025, V1 (Administrator) submitted six (6) months of reportable related to abuse. Included were two (2) written statements of R4 and R5 by V6 (PRSC). Initial and final reports and full investigation related to R4 and R5 incidents dated 04/27/2025.</p> <p>Written statements are as follows:</p> <p>R4 written statement dated 04/27/2025 documents: I went downstairs, left my purse downstairs. R5 took my purse out of room and brought it downstairs. I said that's my purse. She said it's not. I took the purse from her hand then she hit me, and I fought back she took the purse upstairs to 2nd floor and we got in another fight.</p> <p>R5 written statement dated 04/27/2025 documents: I was on the 1st floor in the day room. then R4 started swinging her purse at me and the purse hit my face. I came upstairs, the nurse called for</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>staff and staff. And while they are on the way, R4 hit me in the face / nose with her hands. I tried to fight back, but I couldn't reach her.</p> <p>V1 stated that he did not report the incident, he said it was not accurate and writer should have not seen R4 and R5 written statements. V1 stated that when he knew the incident it was too late or not within required time frame to report.</p> <p>Clinical notes by V8 (Licensed Practical Nurse) dated 04/27/2025 documents that R4 was the target of physical and verbal aggression behavior from R5. Despite redirection and de-escalation attempts R5's behavior escalated. R5 was engaged in physical and verbal aggressive behavior directed towards R4. R5 was ordered by physician to transfer to hospital.</p> <p>Social service notes by V7 (PRSC) dated 04/27/2025 documents that R4 was involved in an altercation with R5. R4 was ordered to transfer to hospital for psychological evaluation. R5 was involved in an aggressive behavior with R4. R5 was ordered to transfer to hospital for psychological evaluation.</p> <p>On 05/13/2025 at 01:13 PM, R4 stated that R5 hit her on the face, nurse broke it up. And R5 was informed that if she keeps it up, R5 will not be here no more. R4 said, "I have been fighting since I first came here, I am not fighting no more. I am still scared of her, she still doing all the cursing."</p> <p>On 05/13/2025 at 01:21 PM, R5 stated that R4 was fighting her. And that she had to go to the hospital because of fighting. R5 stated that R4 hit her head with her purse, busted her nose, hit her head on the floor. R5 stated she does not feel</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>safe and want to go back home with her family. R5 said, "I don't want nobody jumping on me."</p> <p>On 05/14/2025 at 02:32 PM, V8 (Licensed Practical Nurse) stated that she heard a commotion between R4 and R5. When she inquired, she saw R4 and R5 had verbal altercation like an argument. R5 became physically aggressive to R4. Then R4 became physically aggressive with R5. V8 was asked to elaborate "physically aggressive." V8 stated that R5 hit R4 in the face. R4 swung at R5 with her purse "like a helicopter." Incident between R4 and R5 already happened on the first floor, and it continued up to the time when I came.</p> <p>On 05/15/2024 at 09:57 AM, V1 stated it was reported to him that R4 and R5 on the first floor due to R4's purse that R5 took. V1 was made aware that per facility staff, R5 hit R4 on her face. V1 stated that he has limited information because investigation still ongoing.</p> <p>Abuse Policy dated 12/2024, reads:</p> <p>This facility affirms the rights of our residents to be free from all forms of abuse (verbal, physical, sexual, mental abuse, neglect, exploitation, misappropriation of property, involuntary seclusion, or mistreatment. This facility prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. To do so, the facility has attempted to establish a resident sensitive and resident secure environment. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents.</p>	S9999		

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S9999	Continued From page 10 Pattern Assessment: At least quarterly, the Quality Management committee will review concern identification reports, accident reports, incidents reports, missing items reports, and safety committee reports to assess possible patterns or trends of suspicious bruising of residents, unexplained accidents, or other unusual occurrences that may constitute abuse, neglect, mistreatment or misappropriation of resident property. Based on an assessment of the reports, the Quality Management committee will further investigate and/or determine whether a change in facility practices is warranted. Staff Supervision: Supervisors will monitor the ability of the staff to meet the needs of residents, including that assigned staff have knowledge of individual resident care needs. Situations such as inappropriate language, insensitive handling, or impersonal care will be corrected as they occur. "B"	S9999		