

Illinois State Department of Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0057430		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 05/23/2025
NAME OF PROVIDER OR SUPPLIER ALL AMERICAN VLGE NRSG & RHB		STREET ADDRESS, CITY, STATE, ZIP CODE 5448 NORTH BROADWAY STREET, CHICAGO, Illinois, 60640			
(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 Facility Reported Incident of January 16, 2025 IL191793	S0000			
S9999	Facility Reported Incident of May 4, 2025 IL191802 Final Observations Statement of Licensure Violations: 300.610 a) 300.1210 b) 300.3210 t) 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	S9999			

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</p> <p>supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.3210 General</p> <p>t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.</p> <p>These regulations are not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to keep three residents (R2, R3, R4) free from abuse for three of four residents reviewed for abuse. This failure resulted in R2 losing a dental implant and a tooth, R3 sustaining an upper lip laceration, and R4 complaining of headache after being kicked to the head.</p> <p>Findings include:</p> <p>1. R1's Resident Face Sheet documents diagnoses of schizoaffective disorder, bipolar type; anxiety disorder; and bipolar disorder.</p> <p>R1's Care Plan documents R1 experiences delusions (8/22/2024).</p> <p>V12's (Psychiatric Rehabilitation Services Coordinator) progress note for R1, dated 1/16/2025 10:31 PM, documents R1 was involved in a physical altercation with co-peer. R1 displayed agitated and aggressive behavior with delusions.</p> <p>Facility's Incident Report Form, dated 1/21/2025, documents an incident between R1 and R2 that occurred on 1/16/2025 at 9:10 PM. During facility's investigation, R2 stated R1 came into R2's room and hit R2 in the face, causing an implant tooth to fall off. R2 stated R1 was "deeply delusional."</p> <p>On 5/21/2025 at 11:21 AM, R1 stated, "[R2] instigated the fight." R1 stated R2 entered R1's room first trying</p>	S9999			

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S9999	<p>Continued from page 2</p> <p>to look for R5. R1 was unclear as to what happened next, but stated getting angry and following R2 back to R2's room. R1 stated, "Whatever compelled me to do it, I punched [R2] in the mouth, and I guess [R2's] tooth fell out."</p> <p>On 5/21/2025 at 11:52 AM and during a follow-up interview at 1:45 PM, R5 stated R5 was hanging out with R1 earlier in the evening in the lobby. R1 and R5 were sitting at a table near the elevator talking about religious, magical, and spiritual stuff. R2 was sitting at a nearby table and told R5 to come sit with R2 instead. R5 stated R1 felt emotional that day and was upset that R5 was spending more time with R2 instead of R1. R5 stated R1 got up and left to go upstairs. R2 and R5 then went to R2's room to hang out. R5 stated, "That's when [R1] came into [R2's] room and said something like 'you don't pay kindness with evilness.' Then [R1] punched [R2] in the face." R5 stated R1 punched R2 with a closed fist.</p> <p>On 5/21/2025 at 2:09 PM, V4 (Certified Nurse Aide) stated V4 was sitting in a chair near the nurses station when R2 stated, "[R1] punched me, and I lost my tooth." V4 stated R2 had a little blood near the mouth. V4 recalls providing R2 with paper towel for R2's bleeding mouth and helping R2 locate missing teeth. V4 described R2 being a "a little bit in distress."</p> <p>On 5/21/2025 at 3:15 PM, V8 (Nurse) stated V8 was at the nurses station when R2 reported lying in bed talking to another resident when R1 came in and hit R2 in the mouth. V8 stated R2 lost the top front tooth and had a bloody mouth. V8's associated progress note, dated 1/16/2025 10:38 PM, documents R2 had bleeding to oral cavity. V8 stated facility sent R1 to the hospital for psychiatric evaluation, and R2 for medical evaluation.</p> <p>R1's hospital papers for service date of 1/17/2025 documents aggressive behavior. R1 endorsed feeling possessed.</p> <p>R2's hospital discharge instructions, dated 1/17/2025, documents diagnoses of dental injury. R2 received new order for chlorhexidine topical orally two times a day and dental referral.</p>	S9999			

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S9999	<p>Continued from page 3</p> <p>V17's (Psychiatric Rehabilitation Services Coordinator) well-being progress note for R2, dated 1/18/2025 8:10 PM (post hospitalization), documents R2 at times felt self-conscious about R2's own physical appearance due to missing two of R2's teeth.</p> <p>During a telephone interview with V14 (Previous Administrator/Abuse Coordinator) on 5/22/2025 at 12:42 PM, V14 stated R1 was having delusional moments that morning. Just before the incident, R1 heard internal commands and that's when R2 sustained the hit in the mouth that caused the implant to fall out. V14 stated facility is assisting R2 with dental follow-ups.</p> <p>R2's dental paperwork, dated 2/05/2025, documents broken implant to tooth #9.</p> <p>During a telephone interview on 5/23/2025 at 10:03 AM, V16 (Dentist) stated R2 reported getting punched in the face and sustaining dental injury. V16 stated R2 was missing an implant that was in the front, upper mouth (tooth location #9) and a normal tooth next to it (tooth #10). V16 stated R2 has solid bone and gum health. V16 stated it will take quite a bit of force and some pretty serious impact to cause R2's teeth (implant and regular tooth) to come out like that. V16 referred R2 to a periodontist for further evaluation. Once cleared, V16 stated R2 will need a bridge and crown to replace the teeth.</p> <p>2. Facility's Incident Report Form, dated 5/09/2025, documents R3 and R4 reporting abuse on 5/04/2025 at around 1:20 PM. R3 had small redness to mouth area.</p> <p>On 5/21/2025 at 11:44 AM, R4 stated roommate was R3. R4 returned to the bedroom and found R3 on R4's side of the room holding R4's TV remote control. R3 went back to R3's bed and laid in the bed with R4's remote in hand. R4 came over to R3's side and tried to snatch the remote control off R3's hand, but it fell on the floor. R4 stated, "I tried to grab it but [R3] kicked me in the face, so I punched [R3] in the head. I hit [R3] in the head three times for kicking me in my face." R4 stated R4 hit R3 with a closed fist.</p> <p>On 5/21/2025 at 11:56 AM, R3 stated R4 liked leaving the TV on even when R4 wasn't in the room. R3 stated the incident started because R3 turned off R4's TV. R4</p>	S9999			

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S9999	<p>Continued from page 4</p> <p>got mad and punched R3 in the mouth with a closed fist multiple times. R3 pushed R4 off with foot to get R4 away. Once R4 stopped punching, R3 left and told the nurse. R3 stated R3 sustained a bloody lip to the top right side.</p> <p>On 5/22/2025 at 10:06 AM, V6 (Certified Nurse Aide) stated V6 interviewed R3 after the incident. R3 reported R4's TV was loud, so R3 took R4's remote and turned it down. R3 said R4 came into the room shortly after, got mad, and started punching R3 in the face. R3 told V6 R3 kicked R4 during the incident. V6 stated R3 was "shook up and mostly scared."</p> <p>During a telephone interview with V10 (Nurse) on 5/22/2025 at 10:37 AM, V10 stated V10 was at the nurses' station when R3 complained R4 struck R3 on the face around the mouth. Upon assessment, V10 noted redness to the upper part of R3's lip.</p> <p>R3's hospital records from 5/04/2025 document small laceration on the mucosal aspect of the upper lip.</p> <p>R4's hospital records from 5/04/2025 document R4 reported being kicked to the right side of the head. R4 complained of "a little headache on the right side."</p> <p>On 5/22/2025 at 11:22 AM, V2 (Director of Nursing) stated the facility is responsible for each residents safety in the building. Staff are to prevent abuse through close monitoring and knowing where the residents are and their behaviors.</p> <p>Facility's "Resident Rights Guideline" (last revised 10/2024) documents residents have the right to be from abuse.</p> <p>Facility's "Abuse Prevention Program" (01/2025) documents the facility affirms the right of their residents to be free from abuse. The facility therefore prohibits abuse and mistreatment of residents. "Abuse means any physical or mental injury or sexual assault inflicted upon a resident other than by accidental means. Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish to a resident. Physical abuse is the infliction of</p>	S9999			

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S9999	Continued from page 5 injury on a resident that occurs other than by accidental means and that requires medical attention. Physical abuse includes hitting, slapping, pinching, kicking, and controlling behavior through corporal punishment." (B)	S9999			