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Z 000	COMMENTS Annual Health Survey	Z 000		
Z9999	FINDINGS Statement of Licensure Violations: 350.620 a) 350.700 b) 350.1210 b)2) 350.1230 a)1) 350.620. Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually. 350.700. Incidents and Accidents b) The facility shall notify the Department of any serious incident or accident. For purposes of this Section, "serious" means any incident or accident that causes physical harm or injury to a resident. 350.1210. Health Services b) The facility shall provide all services necessary to maintain each resident in good physical health. These services include, but are not limited to, the following: 2) Nursing services to provide immediate supervision of the health needs of each resident by a registered professional nurse or a licensed practical nurse.	Z9999		

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Z9999	Continued From page 1 350.1230. Nursing Services a) Each facility shall have a full-time director of nursing services (DON) who is a registered nurse (RN) and whose only responsibility is the immediate supervision of the facility's health services. This person shall be on duty a minimum of 36 hours, four days per week. At least 50 percent of this person's hours shall be regularly scheduled between 7 A.M. and 7 P.M. 1) A registered nurse or licensed practical nurse shall be on duty 24 hours per day and seven days per week in charge of health services at all times when the director of nursing services is not on duty. The nurse shall be a registered nurse when required by the medical and/or nursing needs of the residents. These requirements are not met as evidenced by: Based on observation, interview, and record review, the facility failed to ensure medical services were provided as prescribed for one individual in the sample of three, (R3), when: 1) the order to flush R3's indwelling urinary catheter daily, was not performed, and 2) when the order to change R3's indwelling urinary catheter every three weeks, was not performed. The facility failed to provide services; failed to coordinate medical care to ensure qualified staff were available to meet the medical needs of R3; and failed to report an incident to the Illinois Department of Public Health (IDPH) leading to unnecessary infection and pain caused by urinary obstruction; with documented emergency room visits on 01/19/2025, 03/02/2025, 06/12/2025, and 07/15/2025. Findings include:	Z9999		

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R3's Individual Service Plan (ISP), dated 04/16/2025, includes diagnosis of Cerebral Palsy, Spastic Quadriplegia, and Seizure Disorder, and identifies R3 as an individual who functions within the Mild Range for Individuals with Intellectual Disabilities. The ISP also includes the need for total assistance with mobility with a wheelchair, total assistance with toileting, and total assistance with personal hygiene and bathing.

Facility roster, undated, lists R3's guardian as self.

R3's Resident Ability Assessment, last reviewed 04/16/2025, includes R3 can recall events accurately, understands complex thoughts, ideas and receptive communication, and is able to engage in expressive communication.

R3's Annual Nursing Summary, dated 04/10/2025, documents the need for R3 to have an indwelling urinary catheter due to urinary retention.

R3's Urology After Visit Summary, dated 01/29/2025, provided by the facility on 07/15/2025, documents the need to, "obtain home health for catheter flushing and catheter changes."

R3's Urology Progress Note, dated 01/29/2025, includes, "History of Present Illness: 12/18/24-presents for cath (urinary catheter) change, difficulty removing again due to encrustation. Recommend flushing daily, increasing water intake, cath (urinary catheter) changes every 3 weeks." And "(R3) thinks (R3) has been drinking more lately but (R3's) (urinary) catheter is not flushed daily because there is not medical staff at (R3's) facility daily. Diagnosis:

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Urinary retention. Recommendations: will place home health referral to see if someone could come flush the (urinary) catheter a few times a week, encourage water intake of 3 L (liters), continue with (urinary catheter) changes every 3 weeks."

R3's Nurses Notes, dated 02/01/2025, includes physician orders were received to flush (R3's) urinary catheter daily with 500 milliliters of saline to aid in blockage and sediment. The note also documents the need to discuss whether facility staff could be trained to complete the daily flushes or if (R3) would need to transfer to another facility with 24-hour nursing staff.

Pharmacy Electronic Prescription Receipt, dated 02/03/2025, includes confirmation of receipt to the facility's pharmacy from (R3's) Primary Care Provider (PCP), for the order dated 01/31/2025, of 0.9% NaCl (Sodium Chloride) irrigation, 500 milliliters to flush urinary catheter daily.

R3's Physician Order Sheets (POS), dated for the periods of 03/2025, 04/2025, 05/2025, 06/2025, and 07/2025, signed by E3 (Facility Registered Nurse-Trainer/RN-T) and Z3 (Adult Geriatric Nurse Practitioner, Primary Care Provider-Certified/AGNP PCP-C) for R3, includes the order for: "SOD (sodium) CHL (chloride) 0.9% 250ML (milliliter) IRRG (irrigation) BTL (bottle), FLUSH (URINARY) CATH (catheter) W(with)/500ML DAILY AS DIRECTED," to be performed at 7:00 AM.

R3's Medication Administration Record (MAR), dated for the periods of 03/2025, 04/2025, 05/2025, 06/2025, and 07/2025, includes physician order for, "SOD (Sodium) CHL (Chloride) 0.9% 250ML IRRG BTL (STERILE

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SALINE) FLUSH (URINARY) CATH W/500ML DAILY AS DIRECTED," with no documentation of R3's urinary catheter irrigation being performed for the periods of 02/2025, 03/2025, 04/02/2025-04/30/2025, 05/2025, 06/2025, and 07/01/2025-07/21/2025.

R3's Nurses Notes, dated 02/05/2025, include the medication to flush R3's urinary catheter was received, but the "100 ml syringe to complete the flush was missing."

R3's Treatment Record, dated for the periods of 02/2025 through 07/2025 include the order, "RN to change (urinary) catheter every 3 weeks" and does not include documentation of the order being completed; instead, the record includes a handwritten note that reads, "documented in nursing notes."

R3's Emergency Department Provider Notes, dated 03/02/2025 at 4:38 AM, includes, "Chief Complaint: Patient presents with urinary catheter problem. Pt (patient) has a h/o (history of) (urinary catheter) chronically due to CP (Cerebral Palsy) and got it changed 2 weeks ago and 3 days ago flushing daily b/c (because) sediment in (urinary catheter) says h/o sediment and when that happens (R3's) urologist wants it flushed daily. Tonight around 2300 (11:00 PM) stopped flowing and feels full bladder but can't go. Review of systems: Obstructed (urinary catheter)."

Facility unable to produce evidence of notification to IDPH for (R3's) 03/02/2025 emergency room visit.

R3's Facility Incident Report, dated 06/13/2025, documents R3 sent to the hospital for evaluation on 06/12/2025, for complaints of stomach pain

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and was diagnosed with a urinary tract infection.

R3's Emergency Department Provider Notes, dated 06/12/2025 at 4:49 PM, includes, "Patient arrives to ER (Emergency Room) with c/o (complaints of) no urine in catheter since 0630 (6:30 AM). Patient states the nurse usually changes it weekly but she is on vacation so it hasn't been changed in a few weeks." Diagnosis includes, "Acute cystitis (bacterial urinary tract infection) with hematuria (blood in urine)." Review of systems include, "(catheter) clogged."

R3's Facility Incident Report, dated 07/15/2025, documents R3 sent to the hospital for evaluation on 07/15/2025, for complaints of stomach pain and R3's indwelling urinary catheter not draining. The report includes, "After being observed in the ER (Emergency Room) they determined that (R3's) (urinary) catheter needed to be replaced. After they replaced it (R3) had an immediate release of 700 ccs (cubic centimeters) of clear yellow urine. (R3) was released back to the facility and will follow up with (R3's) primary doctor."

R3's Emergency Department Provider Notes, dated 07/15/2025, includes, "Presents to ED (Emergency Department) today from (facility) with staff escort. Is (in) need for (urinary) catheter to be changed. Last (urinary catheter) change was reported as 6-13-2025. Staff and client note that (R3) generally has (R3's) (urinary) catheter changed monthly, as it has a tendency to build up with sediment."

R3's hospital records include emergency room visits for (R3) on 02/25/2024 for urinary retention, 04/19/2024 for urinary retention, 04/22/2024 for urinary retention and bacterial urinary tract

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infection, 08/05/2024 for bacterial urinary tract infection and urinary retention, 09/24/2024 for urinary retention, 09/30/2024 for urinary catheter obstruction, 11/15/2024 for bacterial urinary tract infection, 12/15/2024 for bacterial urinary tract infection, 01/19/2025 for urinary catheter obstruction, 03/02/2025 for urinary catheter obstruction, 06/12/2025 for urinary catheter obstruction, and bacterial urinary tract infection, with blood noted in R3's urine, and 07/15/2025 for urinary catheter problem.

On 07/15/2025, no licensed medical staff were observed at the facility to complete R3's 7:00 AM urinary catheter irrigation.

On 07/15/2025 at 3:05 PM, E1 (Administrator) stated E3, the RN-T (Registered Nurse-Trainer) for the facility, was on vacation and E3 is the only nurse on call for the facility.

On 07/16/2025 at 08:25 AM, E3 (Facility Registered Nurse-Trainer/RN-T) confirmed E3 was on a camping trip two states away. E3 confirmed E3 was the only nurse covering call for the facility.

On 07/21/2025 at 1:10 PM, E1 (Administrator) stated the facility is required to report all peer-to-peer incidents, injuries of an unknown source, emergency room/hospital visits, and any incidents that include the use of emergency services such as ambulance services or police involvement. E1 stated (E1) was unaware of (R3's) 03/02/2025 emergency room visit.

On 7/23/2025, no licensed medical staff were observed at the facility to complete R3's 7:00 AM urinary catheter irrigation.

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On 07/23/2025 at 8:03 AM, E1 (Administrator) stated the facility RN-T (E3) was three states away (in a different state than what E3 had stated on 07/16/2025), and would be flying in that day to be available for work the following day.

On 07/23/2025 at 8:07 AM, E4 (Authorized Direct Support Person/ADSP) was asked where the supplies for R3's urinary catheter flushes were kept. E4 was followed into the facility's medication room and E4 presented a 250-milliliter bottle of Sod (Sodium) Chl (Chloride) 0.9% for R3, with a prescription date of 02/03/2025, with instructions to, "flush (urinary) cath (catheter) w(with)/500 ML (milliliters) daily" located on the top of the medication cart. E4 noted extra bottles of the irrigation solution were stored in the storage cabinet. E4 also produced packaged syringes labeled, 20 ML (twist) lock syringes, in the medication room storage cabinet.

On 07/23/2025 at 8:57 AM, Z5 (Other Facility Registered Nurse-Trainer/RN-T) stated Z5 did flush R3's urinary catheter at approximately 5:00 PM on 07/22/2025. Z5 stated R3's facility had reached out to Z5 to flush R3's urinary catheter on 07/21/2025, but the facility did not have the correct syringe to perform the urinary catheter flush, therefore Z5 was unable to flush R3's urinary catheter on 07/21/2025. Z5 stated Z5 noted R3's physician's order was dated for February 2025. Z5 stated Z5 thought the facility was reaching out for help because the urinary catheter flush for R3 was a new order. Z5 stated R3's facility seemed disorganized, and this was Z5's first encounter with R3's facility and with R3.

On 07/23/2025 at 10:30 AM, E1(Administrator) was asked if R3's correct urinary catheter irrigation syringes had been ordered. E1 stated

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on 07/22/2025, E1 was able to obtain a supply for the interim, with a three-day supply noted. E1 stated the facility had ordered bulk supply of the correct syringes on 7/22/2025, and the irrigation kits were expected to arrive within the next few days.

On 07/16/2025 at 08:25 AM, E3 (Facility Registered Nurse-Trainer/RN-T) confirmed E3 had not performed catheter flushes for R3. E3 also confirmed home health never came to the facility to evaluate or perform urinary catheter care for R3. E3 stated the only time the daily urinary catheter flushes had been performed for R3 was when R3 went for a trial visit to a 24-hour nursing facility. E3 stated E3 was unsure how long the trial visit lasted, stating "anywhere from three to five days or maybe over one weekend." E3 stated it was determined the daily flushes were not helping while R3 was trialing the 24-hour nursing facility. E3 stated E3 changed R3's catheter every three weeks, and it is documented in the nursing notes. E3 stated if E3 is unavailable to change the catheter, E3 will send R3 to the emergency room to have the urinary catheter changed.

R3's Nurses Note, dated 04/10/2025, documents R3's trial visit to a 24-hour nursing facility was on 04/10/2025.

R3's Nurses Note, dated 05/16/2025, is the last known documentation of R3's urinary catheter being changed at the facility where R3 resides.

On 07/15/2025 at 2:46 PM, R3 was observed at the facility. R3 reported R3 had just returned from the emergency room because R3's catheter was not draining again. R3 confirmed the facility's staff and day-training staff had not been flushing R3's

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urinary catheter; stating the facility nurse did on occasion.

On 07/15/2025 at 2:51PM, E4 (Authorized Direct Support Person/ADSP), stated the facility ADSP's were not trained on performing urinary catheter flushes and were not performing the flushes for R3's urinary catheter. E4 stated E4 thought R3's day training staff were performing R3's urinary catheter flushes.

On 07/16/2025 at 10:10 AM, Z1 (Day Training Facility Licensed Practical Nurse/LPN), stated Z1 was not aware of staff performing catheter flushes for R3's urinary catheter. Z1 reported on 07/15/2025, R3's catheter would not drain, and the day training staff called the facility to notify R3's facility staff R3's urinary catheter may need to be flushed.

On 07/16/2025 at 6:18 PM, Z2 (Facility's Pharmacist) stated the order for daily sterile saline flushes for R3's catheter was still active, and had not been discontinued. Z2 stated all bulk items, such as the saline irrigation, are refilled on demand, and the facility had not sent any refill requests. Z2 stated the last time the saline irrigation was sent out to the facility was on 02/03/2025.

On 07/17/2025 at 9:06 AM, Z3 (Adult Geriatric Nurse Practitioner, Primary Care Provider-Certified/AGNP PCP-C), stated (Z3) is R3's PCP. Z3 stated the facility where R3 resides contacted Z3 for an order to discontinue the daily catheter flushes a few days ago. Z3 stated the facility where R3 currently resides does not provide 24-hour nursing care. Z3 stated the facility was looking into placement for R3 into a 24-hour nursing facility. Z3 stated R3 trialed the

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24-hour nursing facility, and did not like the 24-hour nursing facility. Z3 was not aware of any other attempts to find placement for R3 in another 24-hour nursing facility. Z3 confirmed it is the expectation that physician orders are carried out as prescribed. Z3 stated the purpose of the urinary catheter flushes is to keep the catheter flowing. Z3 stated Z3 thought the flushes for R3's catheter was performed at R3's workshop.

On 07/17/2025 at 3:40 PM, Z4 (Hospital Urology Group Nurse) confirmed Z4 was the nurse for R3's urologist. Z4 stated urinary retention is considered an emergent situation, with risks including life-threating infection and kidney failure. Z4 stated R3 had a documented history of sediment in the urine and the purpose of flushing R3's urinary catheter was to prevent urinary catheter obstruction and to prevent the risks associated with urine retention, such as infection and bladder stones.

Facility document, RN (Registered Nurse) Trainer Job Description, last revised 02/26/2014 includes, "Responsibilities: 15. Perform monthly quality assurance reviews of medication records, and other documentation related to medication administration and adherence to medical plans of the individuals. 16. Review monthly physician order sheets for accuracy prior to sign off by medical doctor. 17. Transcribe new physician orders (P.O.'s) onto MAR's and send to pharmacy. 21. Maintaining accurate records for each participant through consistent documentation. 23. Arrange and schedule participant's medical appointments. 24. Monitoring that all routine or special lab tests or other procedures are done as prescribed by the physician. 34. Ensuring that all physician orders for medication and/or treatments are carried out.

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37. Rendering necessary medical care in a competent, responsible manner. 40. Perform daily, weekly, monthly treatments as prescribed by the physician. 44. Ensuring that medical supplies and equipment is in the facility and in good working order in all CILA (Community Integrated Living Arrangement)/ICF (Intermediate Care Facility) facilities. Purchase with petty cash for any repairs or replacement of equipment. 48. Communication with other programs within the agency to ensure consistency in monitoring of health issues and provision of appropriate interventions."

Facility policy, Abuse and Neglect Program Intermediate Care Facilities (ICF), last revised 02/2023, includes, "It is the policy of the facility that all residents have the right to be free from verbal, sexual, physical and mental abuse, corporal punishment, involuntary seclusion, misappropriation of property and neglect. Residents are not to be subjected to abuse, corporal punishment, and misappropriation of property or neglect by anyone, including, but not limited to facility staff, other residents, consultants or volunteers, staff or other agencies serving the resident, family members or legal guardians, friends or other individuals." And "Neglect- failure to provide goods and/or services necessary to avoid physical harm, mental anguish or mental illness."

Facility policy, Incident/Accident-Resident or Visitor, last revised January 2023 includes, "Procedure: 5. The RSD (Residential Services Director)/Adm (Administrator) and nurse will be notified as soon as practical, but not more than 24 hours later, of any incident requiring the services of a physician, hospital, police, fire department, coroner, or other service provider on

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Z9999	Continued From page 12 an emergency basis or if abuse is suspected. Notification will also be completed if any incident has the potential to have a significant effect on the health, safety, or welfare of the resident. I.D.P.H. (Illinois Department of Public Health) will be notified in writing by the web portal within 24 hours of any incident requiring outside services and a confirmation report will be obtained." (B)	Z9999		