STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0047019	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 07/25/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
Oak Hill	**623 HAMACHER STREET , WATERLOO, Illinois, 62298**

(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 Annual Health Survey	S0000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)2)3) 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 care needs of the resident. d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis: 2) All treatments and procedures shall be administered	S9999		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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S9999	Continued from page 1 as ordered by the physician. 3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record. These requirements were not met as evidenced by: Based on observation, interview and record review, the facility failed to follow physician's orders for STAT labs and x rays for 2 (R4, R103) of 4 residents reviewed for following physician's orders in a sample of 49. This failure resulted in delayed treatment for symptomatic pneumonia. Findings include: 1. R4's Undated Face Sheet, documents initially admitted on 8/16/2022 with diagnoses including acute respiratory disease and chronic cough. R4's Quarterly Minimum Data Set (MDS), dated 12/4/2024, documents she was alert. R4's Progress Note, dated 1/9/2025 at 1:15 PM New orders: STAT (immediately/without delay) STAT CXR (chest x ray) and STAT KUB (abdominal x ray) orders placed. R4's POS (Physician's Order Sheet), dated 1/9/2025 documents STAT chest x ray and STAT KUB. R4's Medical Record, including progress notes no documentation STAT chest x ray or KUB was done on 1/9/2025 or 1/10/2025. R4's Progress Note, dated 1/11/2025 5:11 PM documents, "Spoke with radiology company regarding STAT x ray for her KUB and cxr that was ordered on 1/9/2025. Per radiology they will be out today for the x ray." R4's Radiology Report, dated 1/11/2025 chest x ray documents, "worsening bilateral lobe opacities are concerning for pneumonia." No documentation this chest x ray was ordered STAT. R4's Progress Note, dated 1/11/2025 at 10:40 AM	S9999		

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S9999	Continued from page 2 documents, “Resident started Vancomycin today for infection.” R4’s POS, dated 1/11/2025 documents a new physician’s order for Vancomycin 125 milligrams (mg) every 6 hours x 10 days. R4’s Progress Note, dated 3/20/2025 at 2:54 PM documents, “It was brought to this nurse's attention by POA (power of attorney) that resident is experiencing weakness, tachypnea, and excessive shakiness this afternoon, upon assessment vital signs taken T (temperature)100.7 BP (blood pressure) 153/78 P (pulse) 91 O2 (Oxygen saturation) unable to obtain d/t (due to) resident having cold fingers. Warm towel given to warm up hands, pulse ox reading 76% on 4L (liters) O2 (oxygen). NP (nurse practitioner) made aware of resident's condition, POA present and does not want resident sent out. New orders received STAT CBC, CMP, 2 view CXR, O2 PRN to keep sats > 92%. PRN (as needed) Tylenol administered as ordered, cool rag placed on forehead, will re-check temp in 30 minutes. Pulse ox obtained via ear lobe, reading 97% @ 2L. Resident resting in bed quietly, respirations even and unlabored, call light within reach and POA present at bedside.” R4’s Medical Record, including progress notes, dated 3/20/2025 no documentation of resident getting chest x ray. R4’s Progress Note, dated 3/21/2025 at 6:26 AM documents, “Resident congested, respiration are even and unlabored. Labs and chest x-ray pending to be done. Vitals TP (temperature tympanic) 97.3, HR (heart rate) 18, BP (blood pressure) 98/62., 02 sats 95%.” R4’s Progress Note, dated 3/21/2025 at 2:46 PM documents, “Lab was here today to draw for CMP and CBC.” R4’s Radiology Report, dated 3/21/2025 documents, “Pneumonia should be considered.” No documentation this chest x ray was ordered STAT. R4’s Laboratory Results, dated 3/21/2025, CBC with differential documents R4’s had elevated white blood	S9999		

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S9999	Continued from page 3 count. No documentation these labs were completed "STAT" as ordered. R4's POS dated, 3/22/2025 documents a new physician's order for Levofloxacin 500 mg x 7 days. R4's Progress Note, dated 3/22/2025 at 8:27 AM, documents "Res started Levaquin 500mg q day x7 days this AM r/t (related to) PNA (pneumonia.) 2. R103's Undated Face Sheet, documents initially admitted to the facility on 8/22/2024 diagnosis including acute respiratory disease and bacterial pneumonia. R103's Significant Change MDS, dated 1/31/2025 documents cognitively impaired. R103's POS (physician order sheet) dated, 3/1/2025 new physician's order: STAT chest x ray. R103's Medical Record, including progress notes no documentation R103's STAT chest x ray was done on 3/1/2025. R103's Progress Note, dated 3/2/2025 at 12:15 PM documents "called radiology company as STAT CXR was still not completed that was due yesterday. Received fax from radiology company stating they will be here today between 4pm-6pm to obtain CXR. POA (power of attorney) here and aware. Res continues with NP (nonproductive) cough and congestion. Per POA res was able to "spit it up". PRN Robitussin given and effective. VSS. VS: 97.4-69-16- 138/70- 92%RA. No s/s pain or discomfort at this time." R103's Progress Note, dated 3/2/2025 at 4:45 PM, documents radiology company here for STAT CXR. R103's Progress Notes, dated 3/2/2025 at 5:18 PM, documents physician in facility and labs from 02/28/25 reviewed and NNO (no new orders). Physician aware of cough and congestion and awaiting CXR results. R103's Progress Note, dated 3/2/2025 8:57 PM documents, "CXR results right lower lobe airspace disease can be related to pneumonia or atelectasis. Call placed to	S9999		

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S9999	Continued from page 4 exchange, awaiting call back. POA here and aware of results, will await orders from MD (physician.)" R103's Progress Note, dated 3/2/2025 at 9:16 PM documents received call back from NP (nurse practitioner) and new orders received r/t (related to) CXR results. N.O. (new order) to start Levaquin 500mg QD (every day) x 5 days. POA aware. Orders entered. R103's POS, dated 3/2/2025 documents a physician's order Levaquin 500 mg every day for 5 days. R103's Progress Note, dated 3/3/2025 at 10:14 AM documents resident started Levaquin 500 mg x 5 days for pneumonia. On 7/22/2025 at 11:15 AM R103 was sitting up in his Broda chair, he was not interviewable. No breathing abnormalities assessed. On 7/24/2025 at 9:40 AM, V17, RN (Registered Nurse) stated the facility had an issue getting all regularly ordered and STAT labs and x rays being done in a timely manner. V17 stated both lab and x ray companies told her they were short staffed so they couldn't get to the facility within a timely manner. V17 reported the issues to V2, Director of Nurses (DON) and V3, Assistant Director of Nurses (ADON) and the facility recently switched companies and they no longer have an issue getting the labs and x rays done in a timely manner. On 7/24/2025 at 9:50 AM, V20, LPN (Licensed Practical Nurse) stated early in the year of 2025 regular ordered and STAT labs and x rays were not being done in a timely manner at the facility both previous lab and x ray companies stated they were short staff or had to travel from Missouri to come to get the test done. V20 reported the issue to V2 and V3 and they recently changed companies for both lab and x ray and now it's no longer an issue. On 7/24/2025 at 10:00 AM, V18, LPN stated there were issues with getting labs and x rays done in a timely manner but the facility recently got new companies for both lab and x ray and they now have a lab technician at the facility 5 days a week for 5 hours a day and if they have a STAT lab ordered they call the lab and they send a technician out and it's drawn within the hour or	S9999		

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S9999	Continued from page 5 so and reported in a timely manner. On 7/24/2025 at 10:10 AM, V16, LPN stated the previous lab and x ray companies were not coming to the facility in a timely manner and the STAT labs and x rays are supposed to be done immediately and they were not being done for at least a day and she reported the issues to V2 and V3 and they have switched companies and no longer have issues getting the labs and x rays done in a timely manner. On 7/24/2025 at 10:18 AM V3, Assistant Director of Nurses (ADON) stated staff reported to her that the facility had significant issues with the lab and x ray company getting regular and STAT labs and x rays being done in a timely manner, but they recently changed companies for both labs and x rays and now they are being done in a timely manner. On 7/24/2025 at 10:30 AM V2, Director of Nurses (DON) stated earlier this year they had a lot of issues with getting regular and STAT labs and x rays being done and reported in a timely manner were affected by this. The facility has switched companies in April 2025 and there is no longer an issue with getting these tests done in a timely manner. V2 stated the previous lab and x ray companies told them they didn't have enough staff and that was why the labs and x rays were not being done in a timely manner. On 7/24/2025 at 2:32 PM V2, DON stated due to the STAT labs and x rays not being done in a timely manner did delay the treatment of pneumonia for R4 and R103. The Facility's Radiology & Diagnostic Services Policy, revised on 4/1/2014, documents x rays and diagnostic services are preformed when ordered, no documentation of a STAT diagnostic order should be done by. The Facility's Laboratory Services & Testing Policy, revised 4/1/2014, documents STAT lab orders take a minimum of a 4-hour turnaround. (B)	S9999		