

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6010136	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/13/2015
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NAME OF PROVIDER OR SUPPLIER CROSSROADS CARE CTR WOODSTOCK	STREET ADDRESS, CITY, STATE, ZIP CODE 309 MCHENRY AVENUE WOODSTOCK, IL 60098
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S9999	<p>Final Observations</p> <p>Statement of Licensure Violations</p> <p>300.610a) 300.1210b) 300.1210d)6) 300.2210a) 300.2210b)2) 300.3240a)</p> <p>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.</p> <p>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. Restorative measures shall include, at a minimum, the following procedures: d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following</p>	S9999	<p>Attachment A Statement of Licensure Violations</p>	
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Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE 02/02/15
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S9999	<p>Continued From page 1</p> <p>and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>Section 300.2210 Maintenance</p> <p>a) Every facility shall have an effective written plan for maintenance, including sufficient staff, appropriate equipment, and adequate supplies.</p> <p>b) Each facility shall:</p> <p>2) Maintain all electrical, signaling, mechanical, water supply, heating, fire protection, and sewage disposal systems in safe, clean and functioning condition. This shall include regular inspections of these systems.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident</p> <p>These requirements were not met as evidenced by</p> <p>Based on observation, record review and interview the facility failed to have a boiler working at full capacity and to ensure a safe resident environment by not implementing a heating system plan to assure the facility's ambient air temperatures were safe and acceptable to residents during extremely cold weather.</p> <p>This affects all 88 residents in the facility.</p> <p>The findings include:</p> <p>The facility's Census and Condition form dated</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>1/6/15 showed the census was 88. On 1/5, 1/6 and 1/7/15 R11, R13, R20, R24, R26, R27, R29 and R34-R47 had small electric space heaters on the floor in their rooms, plugged into power strips or extension cords.</p> <p>Large electric heaters, mounted near the ceiling at the end of the 100, 200, 300 and 400 hallways, were plugged into wall outlets with an orange electrical extension cord that draped over and wrapped around water sprinkler piping in the hallways.</p> <p>The Life Safety Code #0700 documented, "Portable space heating devices shall be prohibited in all health care occupancies. Except it shall be permitted to be used in non-sleeping staff and employee areas where heating elements of such devices do not exceed 212 degrees Fahrenheit (100 degrees Celsius)." Unregulated use of space heaters cause fires.</p> <p>On 1/5/15 at 10am, R36 said, "There were heating issues and they put heaters in the hallway. The facility had to flush the system."</p> <p>On 1/5/15 at 10:15am, R12 said, "I have been here for 3 years and there have been problems on and off with the heat. It's drafty in here." On 1/6/15 at 1:10pm R12 said, "I was never offered a heater. I spoke to E6 (Environmental Services) and received no response."</p> <p>On 1/6/15 at 1:15pm E1 (Administrator) said the mounted electrical heaters at the end of the wings were added because the rooms at the end of the halls tend to be cooler. The space heaters were given to residents who wanted them.</p> <p>On 1/7/15 at 2:30pm, the facility removed the</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>electric space heaters from the resident rooms and turned off the hallway mounted heaters. The facility's room temperature log sheet dated 1/7/15 documented hourly temperature monitoring from 7pm to 8am and showed 32 resident rooms affecting 61 residents had an ambient temperatures below 65 degrees F.</p> <p>On 1/7/15 at 3:10pm, E22 (Corporate) said space heaters were issued starting January 1st when requested by the residents.</p> <p>On 1/8/15 at 7:40am, R48 said, "I was cold all night." R46 said, "They were putting plastic on the windows. It was a godsend."</p> <p>On 1/8/15 at 11:50am, Z4 (Local heating/plumbing service coordinator) said, [the facility] was dragging its feet on getting a [heating/cooling] contract last year. "We told them make sure they got some space heaters to make it livable, but if they can't have space heaters that makes it so much worse."</p> <p>On 1/8/15 between the hours of 3:15pm and 4:05pm, surveyors monitored temperatures on all wings. At 3:10pm, all thermometers were calibrated in an ice bath accurate to 32 degrees F.</p> <p>The temperatures in all 10 resident rooms on the 100 wing were between 60F-64F. R47 was wearing a winter hat and was covered with several blankets. R47 said, "We had a really nice space heater in here that kept us nice and cozy but they took it out." R48 was sniffing. R48 said, "It's freaking cold. A place like this should have heat for us. My nose is stopped up. Can you check the dialysis place. Monday and Wednesday it was really freaking cold. Colder</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>than in here." R58 had a shawl wrapped around her shoulders and was dressed in a hospital gown. R58 said she had just gotten out of the shower. R58's room was drafty, there was frost formed on the inside of the air conditioning unit and there was no plastic on the window. R58 said, "I was not asked if I wanted plastic on my window." The temperature in the middle of R58's bed was 55F. R51 said, "I'm freezing. I've got 4 blankets. Oh, my God! I'm so cold!! I shouldn't have to have another blanket."</p> <p>The temperatures in 9 of the 14 resident rooms on the 200 wing ranged from 60F-64F. Rooms 203, 204, 206, 210 and 212 registered a temperature above 65F but less than 71F. R41 was covered with 2 blankets and the room was drafty. R41 said, "It's freezing!" R15 was ambulating in the wheelchair in the 200 hallway with arms folded across his chest. R15 stated, "I'm cold." R28 just came out of the shower and was requesting a jacket. R29 said, "I'm comfortable as long as I'm covered up." The room was drafty. R29 had 3 layers of blankets. R53 said, "At night its cold. I didn't get any extra blankets last night but they gave me one today."</p> <p>On the 300 hallway 7 rooms 304, 308, 310, 312, 316, 317 and 319 registered 66 degrees F. Rooms 309 and 311 were closed for construction. Three rooms 302, 305, 307 were above 66 degrees but below 71F. Six resident rooms on the 300 wing were 58F- 64F. R24 was in bed covered with 4 blankets and wearing a jacket with a hoodie and a winter coat. R24 said, "I used to have a heater in here. It was warm then." R53 said, "I wouldn't mind it being a little warmer." R55's room temperature registered at 62F. R55 said, "It was 64 last time they checked an hour ago." R56 said, "I got bronchitis the beginning of</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>January."</p> <p>Three of the 4 rooms on the 400 wing had a temperature between 62F and 64F. Room 405 had a temperature of 66F. R39 was in bed covered with 2 blankets. R39 said, "I'm freezing." R27 said, "It's pretty cold in here. I have a cold from it." R1 said, "It's very cold in here, since they took our space heater away."</p> <p>A total of 28 resident rooms in the facility affecting 66 residents (75%) were below the ambient temperature of 65 degrees F.</p> <p>On 1/9/15 between the hours of 11:55am and 1:00pm, surveyors recorded temperatures on all resident wings. Resident rooms 208, 210, 212, 215, 312, 315, 318, 319 had ambient temperature that remained below 65 degrees F. By 3:00pm, rooms 215 and 319 remained below 65F.</p> <p>During this time the following observations/interviews were made: R33 said (per interpreter) "When they close the door it's cold. The heater in the hall doesn't work good. They closed the door yesterday and it was warmer. Two days ago, I couldn't sleep that's when they told me to talk to E1 about it. "</p> <p>R36 was sitting on the bed in her room. R36 was wearing a winter coat and said, " I'm cold. I didn't sleep well last night."</p> <p>R27 was wearing a winter coat and sitting in a chair in her room. R27 said, "I'm cold. I have a runny nose because its cold. I have 8 blankets on my bed and double socks on with my boots."</p> <p>R11 said, "It took a lot of blankets to stay warm. It could be warmer. Why can't we get another heater in the hall like the other part of the building?"</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>R38 said, "This boiler thing should have been taken care of months ago not during the winter. It's gets warmer in here when the sun is shining."</p> <p>The National Weather Service issued severe weather alerts on 1/5, 1/6, 1/7 and 1/8/15 for wind chills 20 to 35 degrees below zero. The weather website Wunderground.com documented local temperatures on 1/7/15 as a high of 4.5F and a low of -6.8F, with wind gusts up to 25 mph (miles per hour). On 1/8/15 showed a high of 16.6F and a low of -9.9F, with wind gusts up to 28 mph. The temperatures on 1/9/15 were a high of 10.2F and a low of -1F with wind gusts up to 21 mph.</p> <p>2.The State Health Department Hypothermia and Frostbite News Release dated 1/3/14 documented, Hypothermia is a drop in body temperature to 95 degrees F or less can be fatal if not detected promptly and treated properly. The condition usually develops over a period of time, anywhere from a few days to several weeks. Even consistent, mildly cool indoor temperatures of 60 degrees F to 65 degrees F can trigger hypothermia. The baseboard heating in the resident rooms felt barely warm to the touch. A minimal amount of warm air was coming from the base board. The top ledges of the baseboards under the windows were ice cold.</p> <p>An invoice dated 10/15/14 from a local plumbing and heating company documented that checks of the boiler were done only when called by the facility on 11/19/13, 9/12/14 and 9/22/14. No ongoing maintenance was done. The invoice showed:</p> <p>9/12/14- "Boiler would not ignite. Found a bad</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>sparker/flame rod. Remove and replace flame/sparker and install new, customer provided. Recommend boiler replacement over repairs due to age and condition. Had to silicone door in place."</p> <p>9/22/14- "Return and install high/low limit aquastat. Cycle unit and test operation. Change pilot ignition controller with one from a bad boiler on site. Cycle unit and test operation. Okay at this time."</p> <p>On 1/8/15 at 11:50am, Z4 (Local heating/plumbing service coordinator) stated, "The boiler was "barely limping along". They said the boiler or preventative maintenance wasn't in their budget. We told them if they wait, they will have a problem. [The facility] was dragging its feet on getting a [service] contract last year. They wanted to sign a contract last week and asked if we could do it right now. No, we couldn't, the timeframe was 6-8 weeks to build/install the boiler. We were worried about the people [residents]. We wished they would have replaced it last year and they wouldn't be in this sticky situation." The boiler was so old there were no parts available. We got it working with parts from the non-working boiler onsite. "We rigged it as much as we could." We told them to get some space heaters to make it livable, but if they can't have space heaters that makes it so much worse. They had trouble with the boiler 2 weeks ago. "We told them to call us the minute it went out. We put a rush on it [the boiler], but it's unpredictable when the boiler will be ready."</p> <p>On 1/9/15 at 1:28pm, E1 (Administrator) said the facility has a 2-step (valve) boiler. One of the valves was not opening. The boiler temperature was around 140F. The second valve was opened</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>and we are hoping that the increased flow will raise the temperature to 180F. "I was told by the previous vendor it was working at 50% and there was nothing they could do. They told me in September 2014 it was not working correctly and needed to be replaced."</p> <p>On 1/9/15 at 1:35pm, Z8 (Service Rep from a different plumbing/heating company)said [the boiler] was not operating properly. The baseboard heat should be 165-170F. "I corrected the valve wiring and now it's 100% open which increased the flow. I changed it to a two stage. It was wired to only work in low."</p> <p>On 1/9/15 at 2:25pm, E6 said, [the local plumbing/heating company] changed the high limits switch and sealed the door with silicon. It was serviced at the end of September (2014). Z7 (Service Rep from the original plumbing/heating company) told me he had adjusted the boiler as high as he could. He was afraid to turn it up any more. He thought there would be a problem due to the age of the boiler. [The facility] has two boilers. This is the only boiler they have had working since I've been here (2 years). The boiler is a two switch system and we found out on (1/9/15) from [another heating company] that the switch had been turned off. I don't know who did it. I'm not blaming anyone. I do not do anything with the boiler. The [local plumbing/heating company] monitors our boiler heating system.</p> <p>The facility's undated Preventative Maintenance Program documented for the Fall check list: Check heating units, Call HVAC (Heating, Ventilation and Air Conditioning) if any concerns. The Winter check list showed: Monthly temperature check list, review cold weather policy and ensure that all windows close properly. The</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>preventative maintenance program did not specify who is responsible. There were no guidelines given to identify problematic areas.</p> <p>The facility's undated action plan to ensure safe and comfortable temperatures throughout the facility showed space heaters were issued when requested starting January 1, 2015. The [local plumbing/heating company] will be called to recheck boiler/furnace to ensure functioning at capacity. (no start time indicated) The status showed the facility was coordinating with local company for service. Mount ceiling space heaters at the end of each hall, installation started January 2, 2015. If resident room temperatures fall below an acceptable level move residents to a common area. Action plan showed that a start time was not indicated. Implement full evacuation plan if the facility is unable to maintain appropriate temperature levels. Action plan did not specify what "appropriate" temperature levels should be.</p> <p>(A)</p> <p>300.615e) Section 300.615 Determination of Need Screening and Request for Resident Criminal History Record Information e) In addition to the screening required by Section 2-201.5(a) of the Act and this Section, a facility shall, within 24 hours after admission of a resident, request a criminal history background check pursuant to the Uniform Conviction Information Act for all persons 18 or older seeking admission to the facility, unless a background check was initiated by a hospital pursuant to the Hospital Licensing Act. Background checks shall be based on the resident's name, date of birth, and other identifiers as required by the Department of State Police. (Section 2-201.5(b)</p>	S9999		

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S9999	<p>Continued From page 10 of the Act)</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review the facility failed to screen residents for a criminal history within 24 hours after admission. This applies to 1 of 11 residents (R6) reviewed for background checks in the sample of 18 and 4 residents (R21, 22, 24, & 25) in the supplemental sample.</p> <p>The findings include:</p> <p>R22 was admitted on 9/12/14 and was readmitted from the hospital on 12/30/14 according to his background history check sheet. R25 's check sheet shows an admission date of 12/12/14. R22 and R25 's criminal history background checks were not completed until 3 days after admission.</p> <p>On 1/6/15 at 2:15 PM, E4 (Social Service) stated, " If admissions come in on Friday evening or over the weekend, I just do [the background check] on Monday morning when I get in. " " I 've been doing it this way for 2 years. "</p> <p>E5 (Admissions) stated, " I thought it was 24 business hours. "</p> <p>R6, R21, and R24 ' s background history check sheet shows admission dates of 12/27/14, 12/6/14, and 1/3/15 respectively. Their background checks were not completed until 2 days after admission.</p> <p>The facility ' s background history check sheet states that background checks are to be done within 24 hours after admission.</p> <p>(B)</p>	S9999		

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F323a

The facility requested a second contractor to inspect the current boiler. The 2nd contractor correctly wired the Hi/Lo switch for the 2nd step of the boiler which provided the boiler to run at full capacity. All resident areas maintained safe and comfortable temperatures.

The facility received a proposal for replacement of the second boiler and it was installed and is fully functional at this time. All space heaters/electrical heating units were removed from facility use.

Maintenance Director will complete an audit 2x weekly for 90 days to insure the facility's ambient air temperatures are safe and acceptable during the cold weather. The audit results will be forwarded to the QA for recommendations and resolution.

Date of completion: 2.2.2015

accepted

F323b

R25 was assessed after fall, care plan was updated and alarm belt was inspected and reissued.

Any resident with a fall in the past 30 days was reviewed to ensure appropriate interventions are in place to prevent multiple falls.

Nursing staff were inserviced on fall prevention and providing adequate supervision to prevent accidents. The facility has revised the procedure for reviewing resident falls. At the conclusion of the daily morning meeting, the Fall Committee will review any resident who has sustained a fall.

In addition to review by the Fall Committee, the DON/Designee will complete a QA audit weekly for 90 days on all residents who sustained a fall during the past week to ensure an analysis was conducted to identify the root cause and an individualized intervention was implemented to prevent future falls.

Date of Completion: 2.2.2015

accepted

Attachment B
Imposed Plan of Correction

F456

The facility requested a second contractor to inspect the current boiler. The 2nd contractor correctly wired the Hi/Lo switch for the 2nd step of the boiler which provided the boiler to run at full capacity. All resident areas maintained safe and comfortable temperatures.

The facility received a proposal for replacement of the second boiler and it was installed and is fully functional at this time.

The preventative maintenance schedule will be reviewed and updated to insure all equipment is reviewed and in safe operating condition.

Maintenance will forward completed preventative maintenance to the QA for recommendations.

Completion Date: 2.2.2015

accepted

Attachment B
Imposed Plan of Correction