

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6013270	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED 11/30/2016
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NAME OF PROVIDER OR SUPPLIER KANTHAK HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 724 SECOND AVENUE OTTAWA, IL 61350
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(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
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Z 000	COMMENTS M/PV - FIRST CERTIFICATION FOLLOW TO SURVEY DATE OF 09/28/16 COMPLAINT INVESTIGATION #1626588/IL#89927	Z 000		
Z9999	FINDINGS Statement of Licensure Violation: 350.620a) 350.1060k) 350.1220j) 350.1230e) 350.1840b) 350.3240a) Section 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. Section 350.1060 Training and Habilitation Services k) Residents shall not be used to replace	Z9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Illinois Department of Public Health

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Z9999	<p>Continued From page 1 employed staff.</p> <p>Section 350.1220 Physician Services</p> <p>j) The facility shall notify the resident's physician of any accident, injury, or change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days.</p> <p>Section 350.1230 Nursing Services</p> <p>e) Sufficient, appropriately qualified nursing staff shall be available, which may include licensed practical nurses and other supporting personnel, to carry out the various nursing service activities.</p> <p>Section 350.1840 Diet Orders</p> <p>b) Physicians shall write a diet order, in the medical record, for each resident indicating whether the resident is to have a general or a therapeutic diet. The diet shall be served as ordered.</p> <p>Section 350.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator,</p>	Z9999		
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Z9999	<p>Continued From page 2</p> <p>employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on record review and interview, the facility failed to prevent neglect, for 2 of 6 individuals (R5, R6) who required modified diets and had documented history of a swallowing disorder who choked on food requiring emergency services, failed to ensure staff had adequate training to provide services, and failed to ensure adequate staffing to 16 of 16 residents (R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12, R13, R14, R15, R16) when the facility failed to:</p> <p>Implement their own policy and procedures for neglect.</p> <p>The facility failed to supervise individuals with known special needs while eating.</p> <p>The facility failed to carry out physicians orders for specially modified diet.</p> <p>The facility failed to implement safe eating program.</p> <p>Provide proper training menus, meal planning, diets and diet modifications, nutrition, and therapeutic diets.</p> <p>Provide proper training on clients rights to ensure Direct Care Staff does not have individuals performing services in the facility.</p> <p>Ensure staff training on assessments and nursing notifications for Incident reporting on illness and injuries.</p>	Z9999		

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Z9999	<p>Continued From page 3</p> <p>Findings include:</p> <p>The facility Policy 5.24, titled "Investigative Committee" was reviewed. This policy defines Neglect as "Failure to provide goods and services necessary to avoid physical harm, mental anguish, or mental illness."</p> <p>1. Review of R6's 8/2/16 Individual Service Plan (ISP), R6 functions in the moderate range of intellectual disability level, with additional diagnoses of Chronic Obstructive Pulmonary Disease, Obesity, Acid Reflux, Attention Defect Hyperactivity Disorder, Esophagi, Schatzki's Ring Disease, and Hiatal Hernia. R6's current weight is 195 pounds.</p> <p>"Choke Risk Assessment" dated 6/11/16 in the 8/2/16 ISP by E6, Registered Nurse Trainer (RNT) documents that R6 "has the tendency to eat rapidly, while occasionally stuffing too much food into his mouth". R6 is "verbally prompted by staff to slow down and take smaller bites". R6 is "monitored by staff trained in Basic Health and Safety and CPR/First Aid during mealtimes".</p> <p>In review of a videofluoroscopic swallow study on 11/11/16, documents R6 with a diagnosis of Dysphasia, unspecified type.</p> <p>"Recommendations as followed: 1) Diet to be moist, mechanical soft foods with moist ground meat and regular consistency</p>	Z9999		

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Z9999	Continued From page 4 liquids. 2) Food to be taken in single swallow amounts example: 1/2 - 3/4 teaspoon in size. 3) Patient to utilize dry/double swallow following every food and liquid swallow. 4) Patient to utilize liquid wash/swallow after every 2 - 3 food swallows. 5) Oral care to be completed prior to and following meals." An In-Service Education/Meeting Report dated 11/11/16, was reviewed. E6, RNT, documents R6's diet order change for Direct Staff Personnel (DSP), to include the order from the video swallow. In addition, E6 added to the staff in-service, if he takes liquids per straw, he needs to take same in single swallow amounts. The employees who signed this document, were, E3, E4, and E5 (DSP's). There is no evidence of E2, Qualified Intellectual Disability Professional (QIDP), E8, Head Cook/DSP, E9, DSP, being trained/inserviced. In review of Physician Orders dated 11/11/16, documents R6's needs following the swallow evaluation as: "1) Diet to be moist, mechanical soft foods with moist ground meat and regular consistency liquids. If he takes liquids per straw, he needs to take same in single swallow amounts. 2) Food to be taken in single swallow amounts example: 1/2 - 3/4 teaspoon in size. 3) Patient to utilize dry/double swallow following every food and liquid swallow. 4) Patient to utilize liquid wash/swallow after every 2 - 3 food swallows. 5) Oral care to be completed prior to and	Z9999		

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Z9999	<p>Continued From page 5</p> <p>following meals."</p> <p>According to facility menu (Fall/Winter 2016-17, dates used 10/11, 11/8, 12/6, 1/3, 2/28, 3/27), for week 2, day 14, Supper was Roast Turkey - 3 oz, Cheesy Hash-brown Casserole - 4 oz, Seasoned Carrots - 4 oz, hot apple slices - 4 oz, Dinner Roll/Margarine - 1 ea/1 tsp, Skim Milk.</p> <p>The facility policy, titled "Policy NO: 8.02, Menus, Meal Planning, Diets and Diet Modifications, Nutrition, and Therapeutic Diets, Revised 01/2016" was reviewed. On Page 2, #3. The QIDP (Qualified Intellectual Disabilities Professional) shall give the diet order information to the cook/DSP by completing a Diet Order Form (Form GA-37). The Diet Order shall have name of physician and the signature of the QIDP. #7. All diet orders will be followed, as planned or approved by a physician and a qualified dietitian. Page 3, a.) General modifications are mechanical soft and pureed; these are designed to minimize or eliminate chewing. Menu/recipe modifications are provided for individuals to meet their dietary/nutritional needs."</p> <p>There was no physical evidence in the kitchen of individual's diet orders or instructions to modify diets according to physicians orders.</p> <p>In an interview with E4, Direct Staff Personnel (DSP), on 11/15/16 at 11:15 AM, E4 stated "the turkey was frozen so I substituted roast beef, mashed potatoes, green beans, peaches and pears". I asked E7, floating Qualified Intellectual Disability Professional (QIDP) who was in and out</p>	Z9999		
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Z9999	<p>Continued From page 6</p> <p>of the facility that day, and E7 said: "it would be ok to change this from Monday's meal" (Week 3, day 16).</p> <p>Facility Progress Note dated 11/12/16 at 6:30 PM, by E3, DSP, documents R6 "was outside of his bedroom and I was in the dinning room with other individual's who were still eating dinner. Around 3-5 minutes after R6 left the area because he was finished eating. He looked perfectly fine. I was sitting down at the table then I hear R12 yelling with shock and then R8, was yelling too. So, I went out to see what happened. I saw R6 on the ground. R6's face was on the ground and saw a little blood. R6's face was turning purple and I ran to get a phone to call 911. I called 911 because I was panicking since he was turning purple. R6 was laying flat down on his belly face too. I was trying to flip him over to do the Heimlich maneuver. R6 was to heavy but managed to get him on his side. He was opening his mouth trying to get air in but nothing was coming out. Face still purple. I was trying to open his mouth so he could breath. Then the medic's arrived and took care of the situation".</p> <p>Report from the emergency medical technicians (EMT) dated 11/12/16, it documents R6 "was rolled over and we attempted to ventilate patient via BVU (Bidirectional Ventilation Unit), but there was a lot of resistance. A Laryngoscope with forceps was used to remove a large piece of meat from the airway. We were then able to start PPV (Positive Pressure Ventilation). At this time the patient no longer had a pulse and CPR was started. An airway device was placed for continued suctioning of the airway. CPR continued while transporting to hospital".</p>	Z9999		

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Z9999	Continued From page 7 Interview on 11/15/16 at 11:31 AM, with E3, Direct Service Personnel (DSP), E3 stated; "I was the only staff on duty, E4 left at 5:30 PM on 11/12/16, and I was in the kitchen when E7, Floating Qualified Intellectual Disability Professional, left right after E4. The dinner was not done yet and I had to finish preparing the meal. It was late around 6:00 PM I was cutting up the meat, it was roast beef and very tough. I was blending up the food and passing out the food to the clients to put on the table. Everyone was eating when I sat down. Then R6 got up and threw his plate away and left the dining room. It was probably about 5 minutes, I just sat down with R15 to feed her when I heard 2 people screaming. I went to look and found R6 was face down in the hallway and his face was purple. I tried talking to him and then I ran to get the cordless phone to call 911. I tried flipping him over, but I only was able to get him on his side. I saw bubbles coming out and he was biting his tongue. Then the EMT's arrived and took over." When asked what R6 had for dinner, E3 stated "grounded roast beef, peaches and pears, bread, mashed potatoes and green beans". When asked how do you set the table E3 stated "dinner was late so I had everyone come into the kitchen and get their plates and bread. I was still grinding up the special diets, so, I gave the plates to a few of the clients and told them to give them to who gets the special diets". When asked how E3 knew for sure that everyone received the right diet, E3 stated; "the clients know who is on a special diet, but I didn't see if they received the right plates because I was in the kitchen". There was no other evidence of adequate supervision during meals presented.	Z9999		

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Z9999	Continued From page 8 In an interview on 11/15/16 at 10:47 AM, E2, QIDP, stated there are no eating programs for anyone in the facility. In an interview on 11/16/16 at 1:50 PM, E1, Administrator, stated that R6 remained on ventilator in the hospital. During the daily status meeting on 11/17/16 at 3:15 PM, E1, Administrator, stated the facility was notified at 10:00 AM on 11/17/16, that life support was removed and R6 passed away. In review of the 11/2016 Physicians Order Sheet (POS), R5 is an 81 year old female with diagnoses of Moderate Intellectual Disability and Esophagitis. R5's diet is ordered as, "Mechanical Soft W/Moist Ground Meat". In review of R5's Individual Service Plan (ISP) dated 11/10/15, R5 has an additional diagnosis of Dementia with agitation and irritability. In review of a "Progress Note" dated 10/9/16, at 10:15 AM, E4 (Direct Service Person - DSP) documented that R5 "was eating breakfast and began choking". E4 further documented that she did the Heimlich and R5 was able to cough and breathe again. E4 also documented that she took R5 to the Emergency room (ER). Review of the 10/9/16 ER Report, it documents that "staff member reports patient was eating eggs for breakfast, appeared to choke on the eggs and initially coughed a small portion up and	Z9999			

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Z9999	<p>Continued From page 9</p> <p>required a Heimlich maneuver and was able to expel the remainder of the eggs". Per the ER discharge orders, 10/9/16, it documents that R5 is to follow up with her physician "as soon as possible for a visit in 2 days", and to continue to use a mechanical soft diet.</p> <p>There is no documented evidence that R5 was seen for a follow up exam by the physician.</p> <p>In an interview on 11/10/16 at 11:10 AM, when asked if R5 was seen by her physician for a follow exam after the choking incident, E1 (Administrator) stated there is no record of an appointment at the physicians office that R5 was seen for the medical follow up.</p> <p>In review of a "Nutritional Assessment" dated 9/20/16, it documents that R5 is on a mechanical soft, moist ground meat diet. This assessment further documents that R5 feeds herself and has swallowing difficulties.</p> <p>"Choking Risk Assessment Tool" dated 10/29/16, E6 (Registered Nurse - RN), documents that R5 is a moderate choking risk and recommends a swallow study to be done. This assessment further documents that R5 coughs after swallowing.</p> <p>In further review of the 11/10/15 ISP, it documents that R5 "does best when she takes small bites and frequent drinks." R5 "does need reminders to slow down while eating."</p> <p>Interview on 11/10/16 at 10:15 AM, when asked if</p>	Z9999		

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Z9999	<p>Continued From page 10</p> <p>R5 has had a swallow evaluation completed, E1 (Administrator) stated that she did not find any swallow evaluation being completed on R5. When asked if R5 has a program during meals, E1 stated no but R5 has a meal preparation program for making her lunch and eating healthy.</p> <p>In review of the menu for 10/9/16-breakfast, it documents the meal consisted of breakfast sausage, scrambled eggs, toast, cereal, juice and milk.</p> <p>In an interview on 11/15/16 at 11:15 AM, E4 (DSP) stated that R5 has medication to take and has to wait to eat. E4 stated that R5 was the only person in the dining room and she was eating scrambled eggs and sausage patties that were cut up in small pieces. E4 stated that she was watching R5 eat. E4 stated that she did not know R5 was on a ground meat diet until a couple of days ago. E4 also stated that she was the only staff working that day. E4 further stated that she did not call 911, but called E1 and E6. E4 stated she had to find someone to come in so E3 (DSP) came in and E4 took R5 to the hospital. E4 stated that she and R5 arrived to the hospital around lunchtime.</p> <p>2. In review of the facility submitted roster that validates level of functioning, undated, there are 6 individuals who function in the Mild range of Intellectual Disability (ID) (R3, R4, R6, R9, R12, R16); there are 8 individuals who function in the Moderate range of ID (R1, R2, R5, R8, R10, R11, R13, R14); there are 2 individuals who function in the Severe range of ID (R7, R15).</p> <p>The facility policy, titled "Policy NO: 8.02, Menus,</p>	Z9999		

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Z9999	Continued From page 11 Meal Planning, Diets and Diet Modifications, Nutrition, and Therapeutic Diets, Revised 01/2016" was reviewed. On Page 2, #3. The QIDP (Qualified Intellectual Disabilities Professional) shall give the diet order information to the cook/DSP by completing a Diet Order Form (Form GA-37). The Diet Order shall have name of physician and the signature of the QIDP. #7. All diet orders will be followed, as planned or approved by a physician and a qualified dietitian. Page 3, a.) General modifications are mechanical soft and pureed; these are designed to minimize or eliminate chewing. Menu/recipe modifications are provided for individuals to meet their dietary/nutritional needs." Review of R6's 8/2/16 Individual Service Plan (ISP), R6 functions in the moderate range of intellectual disability level, with additional diagnoses of Chronic Obstructive Pulmonary Disease, Obesity, Acid Reflux, Attention Defect Hyperactivity Disorder, Esophagi, Schatzki's Ring Disease, and Hiatal Hernia. In review of a videofluoroscopic swallow study on 11/11/16, documents R6 with a diagnosis of Dysphasia, unspecified type. "Recommendations as followed: 1) Diet to be moist, mechanical soft foods with moist ground meat and regular consistency liquids. 2) Food to be taken in single swallow amounts example: 1/2 - 3/4 teaspoon in size. 3) Patient to utilize dry/double swallow following every food and liquid swallow. 4) Patient to utilize liquid wash/swallow after every 2 - 3 food swallows. 5) Oral care to be completed prior to and following meals."	Z9999		

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Z9999	<p>Continued From page 12</p> <p>R5's 11/2016 Physicians Order Sheet (POS), R5 is an 81 year old female with diagnoses of Moderate Intellectual Disability and Esophagitis. R5's diet is ordered as, "Mechanical Soft W/Moist Ground Meat".</p> <p>R1's POS, dated 11/2016, R1 is a 66 year old female with current diagnosis of Moderate Intellectual Disability, Diabetes type II, Obesity, Gastric Esophageal Regurgitation Disorder, and Seizures. Current Diet states "General Diet, Mechanical Soft with ground meat."</p> <p>R15's, Individual Service Plan (ISP), dated 5/25/16, R15 is a 53 year old female with current diagnosis of Profound Intellectual Disability level and Hypothyroidism. Under Dietary: R15's annual Nutritional assessment completed 6/20/16, documents "R15 is currently on a general diet; mechanical soft with moist chopped meat; no bread unless toasted." Under Functional Skills: R15's documents eating and meal preparation skills, dressing skill, self care skills and domestic skills are very limited to negligible."</p> <p>R13's, ISP, dated 2/9/16, R13 is a 32 year old male with current diagnosis of Profound Intellectual Disability Level, Anxiety, and Specific Developmental Learning Difficulty. Under Dietary: R13's Annual Nutritional Assessment completed 2/11/16, documents R13 is currently on a pureed diet since 2/7/13.</p> <p>R14's ISP, dated 2/9/16, R14 is a 44 year old male with current diagnosis of Moderate Intellectual Disability Level, Diabetes Mellitus Type II, Anxiety, Intermittent Explosive Disorder, and Bipolar I. Under Dietary: R14's Annual</p>	Z9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6013270	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 11/30/2016
NAME OF PROVIDER OR SUPPLIER KANTHAK HOUSE		STREET ADDRESS, CITY, STATE, ZIP CODE 724 SECOND AVENUE OTTAWA, IL 61350		
(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
Z9999	<p>Continued From page 13</p> <p>nutritional assessment was completed on 1/19/16. R14 currently maintains a general diet with chopped meal/Mechanical soft with chopped meat.</p> <p>In an interview with E4, DSP, on 11/15/16, at 11:15, E4 stated "I was with R5 when she choked and I had to do the Heimlich maneuver, but I didn't know she was on a special diet".</p> <p>In an interview with E1, Administrator, on 11/15/16 at 2:00 PM, E1 stated "we usually train staff on diets during DSP training. Then we do a retraining yearly. I am not able to locate an updated diet order book or any training on diets for staff, other than the one for R6".</p> <p>Policy No:5.34 Adopted 12/01, Revised: 11/08, SUBJECT: Resident Rights on page 3, Under #8. Work: a). No individual shall be required to perform services for the facility.</p> <p>In an interview with R4 on 11/15/16, at 4:17 PM, when asked if he helps staff, R4 stated yes. R4 further stated he helps with chores around the house like laundry, garbage, dishes and filling glasses with water and milk at meals.</p> <p>In an interview with R16, on 11/15/16, 3:45 PM, when asked if she helps staff, R16 stated yes. R16 further stated she helps with laundry, folding towels and putting them away, garbage, setting the table and loading and unloading the dishwasher.</p> <p>In an interview with R12, on 11/15/16, at 3:44 PM, when asked if she helps staff, R12 stated yes. R12 further stated she helps out a lot, she cleans, does laundry, vacuums and she will give plates to individuals who are on a special diet when staff</p>	Z9999		

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Z9999	<p>Continued From page 14</p> <p>tells her to.</p> <p>In an interview with R9, on 11/15/16, at 3:50 PM, when asked if she helps staff, R9 stated yes. R9 further stated I take dishes from the table, I do laundry and help out when asked.</p> <p>In an interview with R3, on 11/15/16 at 3:55 PM, when asked if she helps staff, R3 stated yes, I have been helping out with chores like garbage and laundry and dishes. R3 further stated I would take plates to the table for the staff. I just do it automatically, I ask them who its for and take it to them.</p> <p>During record review, no evidence of individual's training programs/objectives that outline programing to independently set table/take away dishes, wash dishes, take out trash, laundry, or understand special diets for clients was presented.</p> <p>There was no reproducible evidence provided of staff training on clients rights.</p> <p>The facility policy 5.57 titled, "Physical Injury and Illness/Individual Medical Emergencies" dated, revised 2/16, was reviewed. This policy documents "In the event that an individual sustains an injury or illness, staff on duty shall conduct observation and take appropriate action consistent with the following:</p> <p>Observe the Individual to determine basic information necessary for nurses or physicians to make further judgements.</p> <p>Notify the Nurse and QIDP (Qualified Intellectual Disabilities Professional) or Administrator for consultation and direction."</p>	Z9999		

Illinois Department of Public Health

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Z9999	Continued From page 15 During review of the facility's Incident Progress Notes, the following have no documentation of facility staff notifying nursing for consultation and directions: On 10/16/16 at 5:30 PM, E4 (Direct Service Person - DSP) documented that R6 told her his drawer fell on his hands. Under the section titled Nurse notified, it is N/A (not applicable). On 10/17/16 at 8:05 AM, E5 (DSP) documented that while talking with R14, R12 came up and kicked the chair R14 was sitting in. Under the section titled Nurse notified, it is N/A (not applicable). On 10/17/16 at 6:30 PM, E4 (DSP) documented that R6 had scratches on both shoulders. Under the section titled Nurse notified, it is N/A (not applicable). On 10/17/16 at 9:30 PM, E3 (DSP) documented that R4 was coughing, when asked if he was ok, R4 stated that he did not feel good. E3 further documented "gave him medicine. Under the section titled Nurse notified, it is the nurse was notified, but no instructions were provided. On 10/18/16 at 9:00 PM, E3 (DSP) documented that R4 was coughing and said his chest hurt. E3 further documented "gave him medicine. Under the section titled Nurse notified, it is N/A. On 10/18/16 at 9:30 PM, E3 (DSP) documented that R4 came up to her and said he was bleeding. E3 further documented the bleeding was coming from inside his mouth and E3 gave him a gauze so R4 could bite down on it. Under the section titled Nurse notified, it is N/A.	Z9999		

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Z9999	Continued From page 16 On 10/30/16 at 9:55 PM, E3 (DSP) documented that she heard R2 yelling and when she went to investigate, R2 was crying and stated to her that R4 had choked him. Under the section titled Nurse notified, it is N/A. There is no evidence that an assessment or nursing was notified of the incident reports for 10/16. In an interview on 11/10/16 at 2:15 PM, E1 (Administrator) verified the above listed incidents were not reported to nursing and there were no assessments completed. 3). Facility "Progress Note" dated 10/9/16. E4 (DSP) was the only staff member in the residential building during a choking episode that required emergency room visit for R5. In an interview on 11/15/16 at 11:15 AM, E4, Direct Service Personnel (DSP), stated that she was the only staff working that day. E4 further stated that she did not call 911, but called E1 (Administrator) and E6 (DSP). E4 stated she had to find someone to come in so E3 (DSP) came in and E4 took R5 to the hospital. E4 stated that she and R5 arrived to the hospital around lunchtime. Facility "Progress Note" dated 11/12/16. E3 (DSP) was the only staff member in the residential building during a choking episode that required emergency services for R6. In an interview on 11/15/16 at 11:31 AM, with E3, (DSP), E3 stated "I was the only staff on duty, E4 left at 5:30 PM on 11/12/16, and I was in the kitchen when E7, Floating Qualified Intellectual Disability Professional, left right after E4.	Z9999		

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Z9999	Continued From page 17 The facility staff schedule for October 2016, and November 2016, was reviewed. In October 2016 only 5 Direct Staff Personnel (DSP) are listed. (E3, E4, E5, E8 and E9). On the schedules provided the staffing schedule is as follows: 1 DSP is scheduled for 7:30 AM to 3:30 PM, 1 DSP scheduled for 3:30 PM to 11:30 PM, and 1 DSP scheduled 11:30 PM to 9:30 AM for the weekend shifts. During the week the schedule shows 2 staff on evening shift (1 staff in at 2:30 PM - 10:30 PM and 1 staff in at 3:30 PM to 11:30 PM). During observations on 11/15/16, at approximately 3:00 PM, clients arrived home from Day Training. At 3:10 PM, R1 came into the dining room and said she had a bowel movement and needed to be changed. E1, Administrator, was the only DSP in the facility and took R1 to the bathroom to assist. E 10, Executive Regional Director was in the kitchen preparing the dinner meal. At approximately 3:30 PM, E4 arrived for PM shift. Around 3:35 PM, clients arrived home from day training services. At 4:00 PM, E8 arrived to help out with dinner and staffing. Review of staff schedule did not note E1 & E10 to work the floor to provide services to individuals of the residential facility. In an interview with E1, Administrator, on 11/15/16, at 10:02 AM, E1 informed surveyors of incident on 11/12/16 involving R6, needing emergency service for a choking incident. When asked how many staff were on duty at the time of the incident, E1 stated 1 DSP. When asked about supervision of care with only 1 staff on duty, E1 stated we are working on hiring people, and plan to do open interviews. In an interview with E3, (DSP), on 11/15/16, at	Z9999		

Illinois Department of Public Health

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Z9999	<p>Continued From page 18</p> <p>11:31 AM, when asked how are you able to supervise the clients if you are the only staff member working, E3 stated "its hard. There is some nights I am alone and I have to pass medication, cook and keep an eye out for the clients. Its hard but you get use to it".</p> <p>In an interview with E4, (DSP), on 11/15/16, at 3:26 PM, when asked how are you able to supervise the clients if your the only staff member working, E4 stated "this is hard. I have been here since May 2016 and it is mainly weekends that I work and it is always just me".</p> <p>(A)</p>	Z9999		
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Facility Name: Kanthak House

Survey Date: November 30, 2016

Complaint Investigation: #1626588/IL89927 and M/PV to survey date of 9/28/2016

Violation: A

350.620a)

350.1060k)

350.1220j)

350.1230e)

350.1840b)

350.3240a)

Section 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.

Section 350.1060 Training and Habilitation Services

- k) Residents shall not be used to replace employed staff.

Section 350.1220 Physician Services

- j) The facility shall notify the resident's physician of any accident, injury, or change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days.

Section 350.1230 Nursing Services

- e) Sufficient, appropriately qualified nursing staff shall be available, which may include licensed practical nurses and other supporting personnel, to carry out the various nursing service activities.

Attachment B
Imposed Plan of Correction

Section 350.1840 Diet Orders

- b) Physicians shall write a diet order, in the medical record, for each resident indicating whether the resident is to have a general or a therapeutic diet. The diet shall be served as ordered.

Section 350.3240 Abuse and Neglect

- a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)

This will be accomplished by the following:

1. A Committee consisting of QIDP and Program Manager to review and revise the policies and to develop a program to address eating deficiencies and potential eating risk. This review will ensure that the facility's policies and procedures address, at a minimum, the following:
 - a). Recognition of situations that could be interpreted as eating risk and assistance of safe consumption of meals.
 - b). Appropriate reporting procedures for staff.
 - c). Appropriate training with the QIDP and education of programs implemented to foster consistency of implementation while providing adequate client protection.
 - d). The Administrator will continue to monitor this for compliance through chart review and training records.

2 . The facility will conduct MANDATORY in-services for all staff within 10 days that addresses at a minimum, the following:

- a). All staff will be informed of their specific responsibilities and accountability for the care provided to residents.

The following actions shall be taken to prevent re-occurrence:

The above In-Service Education will be reviewed with all staff on a regular basis. Supervisory staff will ensure that staffs are informed of the level of care required for each resident to whom they are assigned.

Completion Date: Ten days from receipt of the Imposed Plan of Correction.