

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6005706</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>01/09/2017</b>
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NAME OF PROVIDER OR SUPPLIER  <b>MAPLE CREST CARE CENTRE</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>4452 SQUAW PRAIRIE ROAD BELVIDERE, IL 61008</b>
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S 000	Initial Comments  Complaint Investigation  #1710040 \ IL 90834- F 309 cited	S 000		
S9999	Final Observations  Statement of Licensure Violation:  300.610a) 300.690c) 300.1210d)3) 300.1210d)6) 300.3240a)  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 300.690 Incidents and Accidents  c) The facility shall, by fax or phone, notify the	S9999	<p><b>Attachment A</b> <b>Statement of Licensure Violations</b></p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>Regional Office within 24 hours after each reportable incident or accident. If a reportable incident or accident results in the death of a resident, the facility shall, after contacting local law enforcement pursuant to Section 300.695, notify the Regional Office by phone only. For the purposes of this Section, "notify the Regional Office by phone only" means talk with a Department representative who confirms over the phone that the requirement to notify the Regional Office by phone has been met. If the facility is unable to contact the Regional Office, it shall notify the Department's toll-free complaint registry hotline. The facility shall send a narrative summary of each reportable accident or incident to the Department within seven days after the occurrence.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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:</p> <p>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.</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>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 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (A, B) (Section 2-107 of the Act)</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to assess and effectively manage R1's pain. These failures resulted in R1 experiencing unrelieved pain for a period of 3 days, and a delay in treatment. R1 was found to have bilateral arm fractures on January 3, 2017. This applies to 1 out of 3 residents (R1) reviewed for resident injury/ pain in the sample of 6.</p> <p>The findings include: R1's Physician Order Sheet dated January 2017 showed R1 has diagnoses that include Atrial Fibrillation and Hypertension. R1's Minimum Data Set dated December 30, 2016 showed R1's Brief Interview for Mental Status (BIMS) was a score of 14-cognitively intact. The same MDS shows that R1 only needs set up and supervision for meals and has no impairment of range of motion in upper arms. On January 5, 2016, at 8AM, R1 was in a local hospital. R1 was in bed with slings on her right and left arm. R1 stated she has a fracture of both upper arms. R1 said she remembered being gotten up, and a staff grabbed her arms as she</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>fell backwards in the bed. R1 said this happened a couple of days ago before she was sent out to the hospital. R1 said after the incident she started having pain in both her arms. R1 said she was given Tylenol but it did not help much. R1 said as she continued to complain about her arms being painful, no one from the facility staff checked her arms or assessed her why she was in so much pain. R1 said she was just given Tylenol. R1 said she stayed in bed last Sunday January 1, 2017. R1 said by then, she was unable to use her arms and was not able to eat lunch. Staff still did not check her arms. R1 said the next day Monday (January 2, 2016,) she could not move her arms and staff had to feed her. R1 said she told the nurses that Tylenol is not relieving her pain. R1 said she continued to have severe pain almost all day Monday and was being given Tylenol with no relief. She said not one staff checked her arms to see why it was hurting so much. R1 said, last Tuesday (January 3, 2016) she was finally sent out to the hospital. R1 stated, "I felt the staff were disgusted because of my complaining but I was in so much pain." R1 said, she was very disappointed this happened (fractured both of her arms) because she was supposed to be going home in 2 weeks. R1's hospital records dated January 3, 2016 at 11:48 AM showed: "R1 reports weakness in right arm and left arm. Complains of pain in right arm, left arm ... R1's pain currently is 10 out of 10 on a pain scale."</p> <p>R1's Radiology report dated January 3, 2016 showed compression fracture of left humerus. Radiology report of right humerus showed fracture of the surgical neck of the proximal humerus.</p> <p>An orthopedic consultation by Z9 (Physician Assistant) dated January 3, 2017 showed: "R1 was sent to a local hospital due to R1's</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>progressive bilateral arm pain and weakness for 5 days. R1 was unable to feed herself. Right humerus x-ray: fracture involving the surgical neck of the proximal humerus. Left humerus x-ray: fracture of the proximal humerus. Right shoulder x-ray: Acute proximal surgical neck fracture of the humerus which is comminuted and mildly displaced. "</p> <p>A progress note by Z10 (Ortho MD) dated January 4, 2016 showed: " (R1) has bilateral slings in place. (R1) sustained injuries to bilateral shoulders at her nursing facility. Assessment: 86 year old female with bilateral proximal humerus surgical neck fractures. R1 will likely require new facility placement "</p> <p>The Facility incident report dated January 3, 2017 submitted to the state department (IDPH) shows: Type of occurrence: Serious Injury. Final report showed "The soure of bilateral fractures remains unknown. "</p> <p>On January 4, 2017 at 1:34 PM. Z5 said R1 was in so much pain , a 10/10 upon arrival to the emergency room. Z5 said R1 reports she has been having pain in her arms for 2 days. Per Z5 she spoke to E2 (Director of Nursing) E2 said that R1 has been complaining of pain in the nursing facility for 2-3 days. Z5 said R1 has pain due to bilateral fracture of her arms.</p> <p>On January 4, 2016 at 8:08 AM, E2 Director of Nursing, said that R1 started complaining of weakness and pain of her upper extremities, and required more assistance from the Certified Nursing Assistants (CNA). E2 said this was first noticed around Sunday January 1, 2017.</p> <p>On January 4, 2017 at 8:25 AM E4 (Certified Nursing Assistant-CNA) said she got R1 up from bed on Monday morning January 2, 2016, R1 was complaining of hurting all over. E4 said R1 cannot even lift her arms to put her dentures in. E4 said it was a significant change for R1. E4</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>said she did not report this to the nurse.</p> <p>On January 4, 2017 at 8: 35 AM, E5-CNA said R1 was complaining of discomfort of her arms that she had to be fed last Monday, January 2, 2016, E5 said R1was in so much pain she could not hold her arm up when E5 needed to check R1's blood pressure. E5 said she had to get another staff to hold R1's arm.</p> <p>On January 4 2017 at 9:50 AM, E11 Registered Nurse (RN) said that on Monday, January 2, 2017, R1 had significant increase of pain in her arms and Tylenol was not relieving the pain. E11 said she sent a fax to the medical doctor (Z11). E11 said she did not make a follow up call to the MD. E11 said it was the holiday so she was not expecting any response that day. E11 also said that staff thinks R1 was just making excuses and exaggerating the pain because R1 did not want to walk to meals.</p> <p>On January 4, 2016 at 2:05 PM, E9 CNA said R1 did not eat lunch last Sunday, January 1, 2016. E9 said R1 stayed in bed and was complaining of not feeling well. E9 said this is unusual for R1 since R1 wants up most of the time. E9 said she informed E3 (RN)</p> <p>On January 4, 2016 at 10:40 AM, E3 RN, stated " I was late in giving R1's morning medications. E3 said R1 told her she cannot move her arms and her pain is " 6 " (out of 10 pain scale) E3 said R1 does not have anything stronger than Tylenol. E3 said she did not call the doctor to update R1's pain or change in condition. E3 said she thought R1 was just trying to not have to walk to meals.</p> <p>On January 4, 2017 at 2:15 PM E13 License Practical Nurse- LPN said she was informed that R1 was staying in bed the rest of the shift. E13 said she did not ask why R1 was staying in bed. E13 said she is not familiar with R1 's morning routine.</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>On January 4, 2017 at 9:35 AM, E7 CNA said R1's usual disposition is, she is never in her room, she is very active and does not stay in bed. The past few days she was staying in bed, this is a big change for R1.</p> <p>On January 4, 2016 at 10:30 AM, Z2 ( Physical Therapy Assistant) said she worked with R1 almost daily and she was in the process of being discharged in 2 weeks. Z2 said when she saw R1 on Monday, (January 2, 2017) she worked only with R1's lower extremities and did not work with R1's upper arms. Z2 said R1 was having a difficult time moving her arms. Z2 said she reported this to E11 (RN) and E11 said R1 has been given Tylenol.</p> <p>On January 4, 2017 at 12:30 PM, Z4 (speech therapist) said R1 had therapy on Monday January 2, 2017 around 2:00 PM, but only worked on orientation. Z4 said R1 told her that her arms are so sore and painful that R1 cannot lift them.</p> <p>On January 4, 2016 at 8:35 AM, E6 stated " I got R1 up on Tuesday morning. She said she hurt all over. R1 was not moving her arms at all. I had therapy assist me in getting her up. "</p> <p>On January 4, 2016 at 8:57 AM, Z1 (Physical Therapist) said R1 had a significant medical decline on Tuesday January 3, 2106 compared to last week. Z1 stated, " R1 was sitting at the edge of her bed not moving her arms. R1 told me her pain in her arms was 8 out of 10. I told the nurses. " Z1 said she wheeled R1 to the dining room for breakfast, R1 could not move her arms she had to be totally fed at breakfast. Z1 said she informed E2.</p> <p>On January 4, 2016 at 12:35 PM, E14 MDC/CP Restorative Nurse said R1 had a discharge plan to be home in 2 weeks, and had started a walk to dine program. E14 said unfortunately this happened and now R1 is in the hospital.</p> <p>Z10 said R1's fractures caused a lot of</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>discomfort. Z10 said this type of fracture is from trauma. With her age, it does not take a lot of force to cause a fracture.</p> <p>The nurses notes dated January 2, 2017 at 9:50 AM showed " Floor nurse (E3) approached this nurse about R1 having increased pain in upper arms ...PRN Tylenol not effective to reduce pain to acceptable level.. " The nurses notes did not show any assessment or evaluation on why R1 was having persistent, unrelived pain in her arms.</p> <p>The nurses note for R1 dated January 2, 2017 (Monday) at 13:42 showed: " complains of pain in upper extremities ...prn-(as needed) Tylenol was given with little to no results ... The nurses notes did not show any assessment or evaluation on why R1 continued to have persistent pain in her arms.</p> <p>On December 5, 2016 at 1:18 PM, E2 (Director of Nursing) said nurses should do an assessment, to determine why the patient is having pain, and check the source of pain. Nurses should call the doctor as soon as possible. If a fax was sent, it should be followed up in a couple of hours. Weekends and holidays are the same, doctors can be called anytime.</p> <p>The facility policy on Change in condition dated September 2016 states : 1. Nursing will notify resident ' s physician or nurse practioner when:</p> <p>b. There is a significant change in resident ' s physical, mental or emotional status.</p> <p>The facility policy on pain management dated July 2, 2012 showed: 1. The pain management program is based on a facility-wide commitment to resident comfort. Pain is defined as whatever the experiencing person says it is and exists whenever he or she says it does. 7. If pain hs not been managed consistent with the resident's goals, the interdisciplinary team may may need to reconsider current interventions and revise those interventions as needed.....the nursing staff</p>	S9999		
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S9999	Continued From page 8  will work with the physician... On January 9, 2017 at 1:50 PM, E2 said the facility had no additional information to present for review concerning R1.  <p style="text-align: center;">(B)</p>	S9999		
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