

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001002	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/03/2017
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NAME OF PROVIDER OR SUPPLIER WEST SUBURBAN NURSING & REHAB CENTE	STREET ADDRESS, CITY, STATE, ZIP CODE 311 EDGEWATER DRIVE BLOOMINGDALE, IL 60108
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S 000	Initial Comments Incident Report Investigation to Incident of December 15, 2016/IL90633.	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 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 300.1210 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:	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X8) DATE 01/09/17
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S9999	<p>Continued From page 1</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. (Section 2-107 of the Act)</p> <p>These requirements are not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to prevent verbal and physical abuse from occurring to 2 of 11 residents (R1, R2) reviewed for abuse in the sample of 11.</p> <p>This failure resulted in R1 experiencing sleeplessness and fearfulness after being punched in the face when calling out for staff assistance. R2's medical diagnosis makes assessing the affects of physical abuse difficult. A reasonable person would not want to be verbally chastised or physically abused when requesting help.</p> <p>1. On December 28, 2016 at 9:30 AM, R1 said, "On December 14, 2016, I was yelling for help and [E5] (CNA-Certified Nursing Assistant) came in my room and said, "What do you want? Shut up!" Then all of a sudden BAM, BAM, BAM, he punched me in the mouth three times. It hurt like heck. Then he held my hand and said he was so sorry and offered me some chocolate from my drawer and begged me not to report him. I didn't say anything to anyone that night, but I layed there awake because I was afraid he would come back. I did not call for help while [E5] was working. I told [E11] (nurse) in the morning what happened because I did not think that it was right for [E5] to yell at me and punch me when I asked for help."</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R1's face sheet dated December 27, 2016 shows R1 was admitted to the facility in October 2015 with multiple diagnoses including hemiplegia and hemiparesis following cerebrovascular disease, atrial fibrillation, glaucoma, diabetes, major depressive disorder, lack of coordination and muscle weakness.</p> <p>R1's MDS (Minimum Data Set) dated November 7, 2016 shows R1 has moderate cognitive impairment and is totally dependent on facility staff for transferring, toileting and bathing, and requires extensive assistance for bed mobility, dressing and personal hygiene. The MDS also shows R1 is occasionally incontinent of bowel and bladder.</p> <p>On December 28, 2016 at 2:05 PM, E11 said, "Around 9:00 AM on December 15, 2016, [R1] told me he was punched by [E5] the previous night. I immediately reported the allegation to [E1] (Administrator) and [E2] (DON-Director of Nursing) and they started the investigation. I did a total body assessment and there was no visible injury, discoloration or swelling on [R1's] body."</p> <p>Nursing documentation dated December 15, 2016 by E11 shows the same information as stated in the interview.</p> <p>The facility roster dated December 27, 2016 shows R1 and R2 are roommates.</p> <p>On December 27, 2016 at 4:00 PM, E1 (Administrator) said the facility conducted a full investigation of R1's abuse allegation. During the investigation, R5 (spouse of R2) stated she witnessed R2 being slapped by E5 (CNA) on December 14, 2016. E1 said the facility was unable to substantiate the abuse allegations</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>made by R1 and R5 due to a lack of witnesses or visible injuries, and reported the same to IDPH (Illinois Department of Public Health) on December 19, 2016. On December 22, 2016, the local police department notified the facility of E5's confession of physical abuse towards R1.</p> <p>2. R5 was interviewed at the bedside of R2 on December 28, 2016 at 9:35 AM with E1 (Administrator) and E2 (DON) present. R2 was not interviewable due to his medical condition and cognitive status. R5 said her native language is Chinese and speaks limited English. R5 is the spouse of R2, resides at the facility, and sits at R2's bedside, tending to his needs. During the interview, R2 was laying in bed and was non-verbal and did not participate in the interview. A Chinese interpreter was requested for the interview, however, E1 made assurances an interpreter was not necessary. It was difficult to interview R5 because of the language barrier. R5 used hand gestures at times to explain her statements. R5 said, "My husband (R2) grabbed the CNA's upper arm (using hand gesture to show grabbing upper arm) during transfer from the wheelchair to the bed. [E5] abruptly removed my husband's hand and slapped him in the face (using hand gestures)." R5 said she reported the physical abuse on December 15, 2016.</p> <p>E11's (nurse) documentation shows R5 reported the physical abuse of R2 on December 15, 2016. E11 reported the abuse allegation immediately to E1 and E2. E11 performed a full body assessment of R2 and no visible injuries were noted.</p> <p>Nursing documentation dated December 16, 2016 shows R2 was hospitalized the day following the abuse allegation, for sepsis. R2</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>R2 was readmitted to the facility on December 19, 2016. R5 accompanied R2 to the hospital and remained with him during his hospital stay.</p> <p>R2's face sheet dated December 27, 2016 shows R2 was admitted to the facility in December 2015 with multiple diagnoses including cerebrovascular disease, Parkinson's disease, dementia, atrial fibrillation, diabetes, chronic kidney disease, gastrostomy, and aphasia.</p> <p>R2's MDS dated October 27, 2016 shows R2's native language is Chinese. R2 has moderate cognitive impairment, is rarely understood, is totally dependent on facility staff for transfers, eating, bathing and toileting, and is frequently incontinent of bowel and bladder.</p> <p>R5's MDS dated December 13, 2016 shows R5 is cognitively intact and requires supervision with her ADLs (activities of daily living).</p> <p>On December 28, 2016 at 12:20 PM, Z1 (police officer) said he responded to the facility on December 15, 2016 for an allegation of abuse. Z1 said there was no physical evidence of abuse on R1 or R2. Z1 said R1 explained how he was punched by E5 on the evening of December 14, 2016 after calling out for help from his room. Z1 said he was unable to interview R2 due to his medical condition and interviewing R5 (spouse of R2) was difficult due to a language barrier. Z1 said the facility did not provide an interpreter to speak to R2 or R5. Z1 said E5 confessed to physically abusing R1 within 4 to 5 days of the incident and that no arrest was made because neither R1, R2, or R5 pressed charges against E5. Z1 said it was not clear if R2 or R5 understood the legal system due to the language barrier.</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>The facility's shift assignment sheet dated December 14, 2016 shows E5 was responsible for the care of multiple residents, including R1, R2 and R5.</p> <p>The facility's policy and procedure entitled "Abuse Prevention Program" revised September 1, 2016 shows: "Policy: It is the policy of this facility to prevent resident abuse, neglect, mistreatment, and misappropriation of resident property. ...For the purposes of this policy, and to assist staff members in recognizing abuse, the following definitions shall pertain: 1. Abuse: The willful inflection of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm or pain or mental anguish or deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental psychosocial well-being. 2. Verbal Abuse: Any use of oral, written or gestured language that includes disparaging and derogatory terms to residents or their families, or within their hearing distance, to describe residents, regardless of their age, ability to comprehend or disability. ..4. Physical Abuse: Hitting, slapping, pinching, kicking, etc. It also includes controlling behavior through corporal punishment."</p> <p style="text-align: center;">A</p>	S9999		