

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001135	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/06/2017
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NAME OF PROVIDER OR SUPPLIER FOREST CITY REHAB & NRSNG CTR	STREET ADDRESS, CITY, STATE, ZIP CODE 321 ARNOLD AVENUE ROCKFORD, IL 61108
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S 000	Initial Comments Complaint 1711919/IL92932 - F469 cited Complaint 1711921/IL92936 - F469 cited Complaint 1711927/IL92942 - F469 cited	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.2210b)8) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures, governing all services provided by the facility which 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. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting. Section 300.1210 General Requirements for Nursing and Personal Care	S9999	Attachment A Statement of Licensure Violations	

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

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S9999	<p>Continued From page 1</p> <p>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.</p> <p>Section 300.2210 Maintenance</p> <p>b) Each facility shall:</p> <p>8) The building and grounds shall be kept free of any possible infestations of insects and rodents by eliminating sites of breeding and harborage inside and outside the building;</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. (Section 2-107 of the Act)</p> <p>These Regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to have an effective pest control program to identify and prevent re-infestation, and failed to manage and treat an ongoing infestation of bed bugs. This failure had a psychosocial impact on R2, R8, R14, R15, R16,</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>R17, R18, resulting in anxiety, aggression, behaviors, depression, bed bug bites, and emotional upset.</p> <p>This applies to 9 residents (R2, R7, R8, R12, R14, R15, R16, R17, R18) reviewed for bed bugs.</p> <p>The findings include:</p> <p>1. On April 5, 2017 at 11:30 AM, Z9 entomologist with one of the facility's pest management providers said it is very important to have a systematic approach and process in place which would include tracking which rooms and residents have been affected by bed bugs and the movement of the effected residents and furnishings. This approach would lessen the spread of the bed bugs.</p> <p>On March 31, 2017 at 9:50 AM, E1 Administrator said E4 (Environmental Services Director) is in charge of the bed bug situation and its management.</p> <p>The facility's November 2014 Pest Control Policy shows the E4 will be responsible for coordinating the pest control program. On April 5, 2017 at 9:50 AM, E4 said he does not do any tracking of bed bug infestations in the facility. E4 said there is no policy in place that provides screening of items brought in the facility by new admissions or by residents that have community access. E4 said he has no record of treatments and was not aware that a pest control company treated the following rooms for bed bugs on these dates: February 13, 2016 for room 2211; May 26, 2016 for room 2211.</p> <p>On April 4, 2017 at 11:00 AM, E21 Maintenance Director said the Psych Social Department tracks</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>furniture inventory and where things are moved.</p> <p>On April 4, 2017 at 10:15 AM, E15 PRSD (Psychiatric Rehabilitation Services Director) said furniture is not inventoried as far as moving in and out of different rooms</p> <p>According to the facility's bed bug elimination timeline and March 2017 Room Move form, R2 and R8's room was sprayed for bed bugs by the facility on March 17, 20, 21, and 22, 2017. On March 22, 2017, R2 and R8's room was inspected by E4. On March 23, 2017, R2 was moved back into the room. On March 24, 2017, the facility again found a live bed bug in R2's. The facility sprayed this room for bed bugs again on March 24, and 25. On March 28, 2017, R2 and R8's room was sprayed by the facility for bed bugs and then inspected by E4. On March 29, 2017, R2 and R8 were moved back into the room. On March 30, 2017, it was reported to E4 that a live bed bug was outside of the room, and E4 found live bed bugs again in the room. E4 then sprayed the room for bed bugs (the eighth time in 13 days).</p> <p>On March 31, 2017 at 11:35 AM, three dead bed bugs (verified by E4), were found on the floor of R2 and R8's room.</p> <p>On March 31, 2017, at 10:10 AM, E18 CNA (Certified Nursing Assistant) said she saw live bed bugs in the room when R2 was in there and reported it to E5 LPN (Licensed Practical Nurse). E18 said she was told this morning (March 31, 2017) there are bed bugs in the room again and R2 and R8 were just moved back in there Tuesday or Wednesday (March 28 or 29, 2017). At 1:50 PM, E15 PRSD (Psychiatric Rehabilitation Services Director) said R2 and R8 had to move</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>three times in one week due to bed bugs. E15 said change causes extra distress and anxiety. R8 was concerned and thought she was covered in bed bugs and we had to calm her. R2 just returned from an inpatient psychiatric hospitalization. E15 said she stayed late on March 29, 2017 because the anxiety was high in the building and we had to calm the residents. E15 said on March 30, 2017 we had to move 17 or 18 residents and it was a madhouse. We had to split up a husband and wife and she is still upset today. At 11:15 AM, E17 CNA said she saw a live bed bug crawling up the door frame of R2 and R8's room around 6:30 AM. At 1:00 PM, E13 Housekeeping Assistant Supervisor said he was told about a bed bug crawling down the hall that came out of a room this morning by E5. E13 said he sprayed outside R2 and R8's room and adjacent rooms on either side. At 2:15 PM, E6 CNA (Certified Nursing Assistant) said he saw bed bugs in R2 and R8's "both times they had them" on March 24, 2017 and March 29, 2017. At 2:30 PM, E5 LPN said around 6:30 this morning she saw a live bed bug on the outside door frame of R2 and R8's, and she put it in a baggie to give to E4. E5 said she notified E2 DON (Director of Nursing) and E4 of the findings and was told by E4 a guy from an outside company is coming in to handle it.</p> <p>On April 4, 2017 at 9:35 AM, E22 said when they found bed bugs in R2 and R8's room again on March 29, 2017, R2 was "highly irate" and you could see on her face she was upset. She just got back from the hospital and wanted to be "home" and she wasn't with these bugs again. E22 said R8 does not usually display upset behaviors and she seemed more "annoyed" now. The bed bugs have caused fear and hampered the resident's lifestyle. We have had this bed bug issue for nine</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>months to a year now and they keep telling us it's resolved.</p> <p>On March 31, 2017 at 11:30 AM, R2 said the first day she was back from the hospital (from an inpatient psychiatric stay) I saw a bug crawling on me. It's depressing me to talk or hear talk about it. R2 then asked her roommate (R8) and this surveyor to stop talking about it and left the room. R2's MDS (Minimum Data Set) dated March 9, 2017 shows a BIMS (Brief Interview for Mental Status) score of 15 which indicates she is cognitively intact. R2's March 21, 2017 Social Service note shows R2 said she has hemorrhoids that were made worse by bed bugs.</p> <p>On March 31, 2017, at 2:00 PM, E7 housekeeper said that on March 29, 2017 around 8:00 PM he was with E22 PSA (Psych/social Aide) and R2. E7 said R2 was listening to music and was calm after returning from an inpatient psych hospitalization. R8 (R2's roommate) came to him and said she saw a bed bug again. E7 went to R2 and R8's room and found a few bed bugs on a blanket on R8's bed, and E22 found some bed bugs on a blanket R8 had put on the floor. E7 housekeeper said R2's speech became frantic and R2 was obviously overwhelmed and upset by this. E7 said you could just tell R2 felt "back-stabbed" and a hurt feeling came over her. It negatively affected her. E7 said this all could have been prevented a while ago as R2 and R8's room had been "treated" for bed bugs "at least" twice and the residents had just moved back into the room.</p> <p>On March 31, 2017 at 11:35 AM, R8 said they treated my room three times. I told E4 and a couple of other people I had bed bugs in my room and nobody did anything about it for weeks, maybe a month. I'm mad, nobody did anything</p>	S9999		

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S9999	Continued From page 6 about it. I went to bed with a bed bug crawling down my back. R8's Social Service Progress Note for March 29, 2017 at 7:08 PM, shows R8 was upset and agitated after room move due to bed bugs. R8's MDS (Minimum Data Set) dated February 21, 2017 shows a BIMS (Brief Interview for Mental Status) score of 15 which indicates she is cognitively intact. 2. According to the facility's bed bug elimination timeline, on March 24, 2017, live bed bugs were found in R7 and R12's room. R7 and R12 were moved from the room. The facility sprayed R7 and R12's room on March 24 and 25, 2017. There is no indication an inspection was performed before R7 and R12 were moved back into the room on March 29, 2017. Later the same day, bed bugs were seen by the residents and E4 sprayed the room. On March 30, 2017, E4 found live bed bugs in R7 and R12's room. On March 31, 2017 at 11:38 AM, at least six dead bed bugs (verified by E4, Environmental Services Director) were on the floor, and along the connecting wall in R7 and R12's room. On March 31, 2017 at 12:40 PM, E19 housekeeper said on March 29, 2017 there were live bed bugs on the mattress (after treatment) while she was cleaning in R7 and R12's room. E19 said they were going to move the residents back in the room. The facility's March 2017 Room Move List shows R7 and R12 were moved back into the room on March 29, 2017 (after housekeeping had identified live bed bugs). This list shows R7 and R12 were moved out of their room on March 30, 2017 due to bed bugs (one day after treatment). On April 3, 2017 at 9:50 AM, R12 said there were live bed bugs in his cigarette pack and on his bed.	S9999			

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S9999	<p>Continued From page 7</p> <p>On March 31, 2017 at 10:00 AM, E4 said on March 30, 2017 he found blood markings in the cracks and crevices of R12's headboard. E4 said the night stand and dresser also had dead bed bugs and bed bug secretion markings on them.</p> <p>On March 31, 2017 at 2:30 PM, E5 LPN (Licensed Practical Nurse) said on March 30, 2017 around 4:30 AM, I pulled up the sheets at the foot of R7's bed and saw a live bed bug. E5 said there was one on R7's pillow and one on the fitted sheet behind his back. I called for E6 CNA to come to the room and he found bed bugs on R12's (R7's roommate) bed as well. E5 said she reported this to E2 DON (Director of Nursing). On March 31, 2017 at 2:15 PM, E6 said that on March 30, 2017 at around 3:00 AM, he was called to R7 and R12's room by E5 LPN (Licensed Practical Nurse). E6 said he saw four bed bugs on R7's fitted sheet as R7 lay in the bed. E6 said when he pulled the sheets back there were about eight more bed bugs present in R7's bed. E6 said R12's (R7's roommate) bed was checked and there was a "nest" of 12 or more bed bugs in and around the headboard area.</p> <p>3. According to the facility's bed bug elimination timeline, bed bug activity was found in R17's room. E4 sprayed the room. The facility's March 2017 Room Move form shows R17 was moved from this room on April 1, 2017 due to bed bugs.</p> <p>On April 4, 2017 at 8:40 AM, R17 said she moved into the room about four months ago and has been telling them she has had bed bugs since the first day. It's almost like they were ignoring me. I had a housekeeper catch one and put it in a baggie and we showed E1. They finally saw them (bed bugs) and moved me out of the</p>	S9999		
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S9999	<p>Continued From page 8</p> <p>room on Saturday (April 1, 2017). It's causing me lots of distress. I am angry and am having mental, emotional, and physical pain because of it. I can't get at my toiletries or underwear. I even have bites on my legs from them.</p> <p>R17 showed this surveyor both lower legs. There were numerous raised and non-raised, unopened, reddened areas in varying shapes and sizes to both lower legs. At 8:50 AM, E2 DON and E3 ADON (Assistant Director of Nursing) were shown the lesions to R17's lower legs and both said they were probably bed bug bites. E2 and E3 said they were not aware of these bites as they did not perform skin checks on any residents on the 2300 or 2400 hallways.</p> <p>On March 31, 2017 at 11:15 AM, E17 CNA said she saw a bed bug crawling up the curtain in R17's about a month ago.</p> <p>On April 3, 2017 at 2:17 PM, Z3 pest control company manager, said he treated R17's room for bed bugs on January 26, 2017. The facility's pest management services invoice dated April 3, 2017 shows room R17's room was found to have bed bug activity in the head board (two months after bed bugs were previously found).</p> <p>On April 4, 2017 at 9:00 AM, R14 was crying and said she is very, very, very depressed and sad. I hardly feel like eating. R14 said she and her husband have been together for 29 years and are now in separate rooms because of the bed bugs. R14 and R15 were in the room directly next to R7 and R12, which had active bed bugs. R14 said she took her anger out physically; pinched a CNA, and kicked another staff person. At 8:55 AM, R15 (R14's spouse) said the least they could have done is give us a room together. I'm bored, down in the dumps, and it bothers me. R15 said I don't like being separated from my wife. We've</p>	S9999		
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S9999	Continued From page 9 been married 29 years. On April 4, 2017 at 9:05 AM, R16 said I feel like I've been moved three times for bed bugs. It affects my mental attitude, I have OCD (Obsessive Compulsive Disorder) and when I get anxious it aggravates my symptoms. This moving and bed bugs has brought my symptoms back again after being gone for so long. I don't have underwear and I don't want to wear anyone else's. E4 told my husband he was bringing in bed bugs so now he is mad and doesn't come to visit as often. At 9:15 AM, R18 said he doesn't like change and initially he was yelling, cussing, and throwing stuff. R18 said he hasn't been eating and has not showered since he moved. The facility Room Move form shows R18 was moved on March 30, 2017. On March 31, 2017, E1 was asked to provide any and all information the facility had in regards to incidents, complaints, and resident room involvement with bed bugs. No tracking information was received. On March 31, 2017 at 10:00 AM, E4 Environmental Director (with E1 Administrator present) said R2 and R8's, and R7 and R12's rooms are the only rooms involved with bed bugs and are considered to be isolated incidents. On March 31, 2017 at 11:15 AM, E17 said she saw a bed bug crawling up the wall in the staff bathroom (in 2500 hall) about three weeks ago. At 11:20 AM, Z1 Assistant Program Director of Psych Rehabilitation Program, said she saw a bed bug in a staff bathroom a few weeks ago and reported it to both a nurse (E7) and E2 DON (Director of Nursing). At 12:50 PM, E18 CNA said there have been bed bugs on all four halls on the second floor but recently the problem is on	S9999			

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S9999	<p>Continued From page 10</p> <p>the 2200 and 2500 halls. At 1:00 PM, E13 said residents and staff are anxious about the bed bugs and the exterminating company's treatments were not effective. E13 said a week or two ago he saw a bed bug in a box in the 2200 hallway. At 2:15 PM, E6 said the room next to R7 and R12 had bed bugs about four or five months ago.</p> <p>On April 3, 2017 at 2:17 PM, Z3 facility pest control company manager, said he has been at the facility and treated for bed bugs as follows: February 13, 2016 for Room 2211; May 26, 2016 for Room 2211; September 30, 2016 - (did not document room number); October 18, 2016-(did not document room number); January 26, 2017 for Room 2305; March 17, 2017-(did not document room number); March 24, 2017 for 3 rooms (did not document room numbers);March 28, 2017 for 2 rooms (did not document room numbers).</p> <p>The facility provided a room move summary for September 2016 that shows R7 and R12 were moved out of their room on September 30, 2016. The facility invoice for a "Zapp Bug Oven 2" shows it was ordered on November 18, 2016 and shipped to the facility on November 19, 2017. The owner's manual shows it is used to exterminate bed bugs. On April 4, 2017 at 11:00 AM, E21 Maintenance Director said the facility purchased a "hot box" last year because there was a problem with bed bugs.</p> <p>On April 5, 2017 at 1:30 PM, Z2 said this is the room (R7 and R12's) treated for bed bugs by the pest control company on September 30, 2016. They were unable to show what room was treated in October 2016. Z2 said she is unsure if the</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>facility controls or tracks facility furniture movement.</p> <p>On April 4, 2017 Z2 provided a "timeline" of the March 2017- April 3, 2017 bed bug situation. This timeline shows a third wing (2300 - 3 of 4 on the second floor) had bed bug activity since entrance on March 31, 2017.</p> <p>The facility's March 2017 Room Move form shows 11 residents were moved out of their rooms on March 30, 2017 due to bed bug activity. The facility's pest control company's invoice dated April 1, 2017 shows six resident rooms were treated for bed bugs on April 1, 2017.</p> <p>The facility's February 2015 Bed Bug Policy shows the purpose is to adequately treat cases of bed bugs and prevent infestation. There is no procedure to monitor, track and trend bed bug occurrences, resident movement or involved furnishings and correlate this information to adequately treat and prevent bed bug infestations.</p> <p>(B)</p>	S9999		
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