

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>IL6001663</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>01/26/2021</b>
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NAME OF PROVIDER OR SUPPLIER  <b>HIGHLAND HEALTH CARE CENTER</b>	STREET ADDRESS, CITY, STATE, ZIP CODE <b>1450 26TH STREET HIGHLAND, IL 62249</b>
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S 000	Initial Comments	S 000		
	Complaint Investigation #2140474/IL130394			
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations:</p> <p>300.610a) 300.1210b) 300.1220b)2) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>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</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</p>	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>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 300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including: 2) Overseeing the comprehensive assessment of the residents' needs, which include medically defined conditions and medical functional status, sensory and physical impairments, nutritional status and requirements, psychosocial status, discharge potential, dental condition, activities potential, rehabilitation potential, cognitive status, and drug therapy.</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 REQUIREMENT WERE NOT MET EVIDENCED BY:</p> <p>Based on interview, and record review, the facility failed to allow residents to have end-of-life compassionate care visits from family for one of three residents (R2) reviewed for visitation in the sample of 7. This failure resulted in psychosocial</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>harm in that R2 died alone in the facility while family observed through the window. A reasonable person would have been afraid and anxious while dying alone without family present.</p> <p>Finding includes:</p> <p>R2's Nurse's Note dated 1/9/2021 at 8:51 AM documents "Nurse called and informed resident's family members that resident's status was not well. Nurse encouraged family to come to window to see resident sooner rather than later."</p> <p>On 1/25/2021 at 09:35 AM V12, R2's Daughter/Power of Attorney, stated, "My mom got sick on a Thursday." V12 stated "A staff member called and advised me I needed to come to facility 'now' on Saturday morning." V12 stated when she arrived at the facility she began banging on the front door. V12 stated a staff member pointed to an exterior window. V12 stated she walked up to R2's room window and saw her mother (R2) gasping for air alone in the room. V12 stated she began banging on R2's window and a male Certified Nurse's Assistant (CNA) appeared and looked around and left to get the nurse. V12 stated "A nurse came into the room and listened to my mother using a stethoscope, looked at us and began shaking her head side to side." V12 began crying and stated, "I watched my mom gasping all alone and they wouldn't allow me to be with her."</p> <p>On 1/25/2021 at 9:40 AM V3, Licensed Practical Nurse/Assistant Director of Nursing (LPN/ADON) stated, "We do allow family in room if resident is actively dying." V3 stated "The nurse that worked that weekend doesn't work at the facility full time, she just works every other weekend, so she probably didn't know."</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>On 1/25/2021 at 12:10 PM V10 LPN stated regarding compassionate care visits, "It is okay for family to visit residents."</p> <p>On 1/25/2021 at 12:20 PM V11 LPN stated regarding compassionate care visits, "Family has to be screened, and have on personal protective equipment (PPE) to visit an actively dying resident."</p> <p>On 1/25/2021 at 3:04 PM V5 Register Nurse (RN) stated, "I got report from (V7 LPN) night nurse". V5 stated, "I asked (V7) what to do if family requested to visit with (R2)." V5 stated that V7 responded "Staff are not allowing family visitations now due to if someone would contract COVID they may sue facility." V5 stated, "I went to give (R2) her morning medications and observed (R2) not doing well, so I called (R2's) daughter and advised her she needs to come to facility before 1pm as scheduled." V5 state "I was the first nurse in (R2) room." V5 stated, "It broke my heart. I put my cell phone on speaker so (R2's) daughter could speak to her mother." V5 stated the facility's policy and procedure is constantly changing so she's not sure about visitation and the communication is not good at the facility. V5 stated, "(V7) is part of the management team so I thought she would know."</p> <p>On 1/25/2021 at 3:29 PM V7 LPN stated, "I worked midnights and gave report to (V5)." V7 stated that R2's breathing was declining, and she was still alive on night shift. V7 stated "(R2) was alert for me, made no complaints, and able to answer questions." V7 stated there was active dying residents that were allowed to have visitors. V7 stated, "I called (V2, Director of Nurse/DON) who stated, 'We are not allowing family visits</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>inside facility." V7 stated, "I am not familiar with the facility's policy and procedure on family visitations."</p> <p>On 1/25/2021 at 4:34 PM V6, CNA, stated he was working another hall and he heard a page to come to R2's room to move her bed closer to window. V6 stated "I was the only one in (R2's) room so I quickly moved her bed as fast as I could and left." V6 stated, "I don't know why (R2's) daughter didn't come inside facility." V6 CNA stated, "The facility's policy and procedure is 1 person at a time with gown and mask on" regarding compassionate care visits.</p> <p>On 1/26/2021 at 9:31 AM V15, R2's Physician, stated regarding compassionate care visitation, "Absolutely, I would expect the facility to follow their policies and procedures on family visits."</p> <p>On 1/26/2021 at 11:31 AM V16 LPN stated, "(R2) had already passed, when I entered the room. I was the second nurse to confirm." V16 stated, "Family was outside (R2's) window visibly upset." V16 stated, "We were told by (V2) that visitors are not allowed."</p> <p>On 1/26/2021 at 3:15 PM V2 stated, "We have had many in services on that." V2 stated, "I think it was probably a staff member who doesn't work a lot and didn't know the situation."</p> <p>The Facility's Policy and Procedure, End of Life/Hospice Visitor Policy, dated 4/1/2020, which considers COVID-19 precautions documents "2. When a resident is showing signs and symptoms of end of life, family will be permitted to visit their loved one. 3. When entering the facility, the family will be screened at the door for temperature and signs and symptoms of COVID. 4. The family will</p>	S9999		

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S9999	Continued From page 5  wear a mask and gown when visiting their loved one. 5. The facility will escort the family directly to the resident's room. The family will not be allowed to wander freely through the facility. 6. 2 members of the family will be permitted to visit the resident. This includes immediate family only. The facility Administration will make the decision on which family/friend is permitted to visit and the length of the time of the stay."  " B "	S9999		