

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6014823	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 06/08/2021
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NAME OF PROVIDER OR SUPPLIER SYMPHONY OF SOUTH SHORE	STREET ADDRESS, CITY, STATE, ZIP CODE 2425 EAST 71ST STREET CHICAGO, IL 60649
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S 000	Initial Comments Complaint Investigation 2183726/IL134396	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b) 300.1210d)6) 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	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>resident to meet the total nursing and personal care needs of the resident.</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>6) All necessary precautions shall be taken to assure that the residents' environment remains 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>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to follow their policy to provide a safe environment. The facility failed to ensure that the windows in the resident rooms were secured and free from potential accidents for one (R4) of three residents reviewed for falls with serious injuries in the sample of 5.</p> <p>This failure resulted in R4 falling out of a third floor window to the ground. R4 sustained multiple fractures to the left leg, pelvis and back. R4 was taken to the hospital and underwent two procedures to stop internal bleeding and surgery to the left leg. R4 is scheduled for a third surgery to the left leg.</p> <p>Findings include:</p> <p>R4 is a 72 year old with diagnoses of Dementia, Unspecified Behavioral Disturbances, Hyperlipidemia, Hypertension, Major Depressive Disorder, Recurrent, Atherosclerotic heart</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Disease of Native Coronary Artery without Angina Pectoris and Gout.</p> <p>Review of R4's Admission Record documents R4 was admitted to the facility on 05/06/2021 after being discharged from the hospital. R4 was found wandering around her neighborhood. Her hospital stay was complicated by findings of chronic LBBB (Left Bundle Branch Block), chronic heart failure and an Acute Kidney Infection (AKI). R4 was discharged to LTC (Long Term Care) facility.</p> <p>Minimum Data Set (MDS) dated 05/19/2021 scored R4 as 7/15 alert and able to be directed with cueing. Bed mobility, walking in and around the unit was scored as a 1 and 2, supervision with one person assist.</p> <p>Review of R4's care plan documents: Resident has severe cognitive impairment with a history of wandering; therefore, she is at risk for Elopement. The resident is an elopement risk/wanderer (6/2/21). R4 with actual fall on 5/30/21 r/t poor safety awareness/impulsiveness (6/1/21).</p> <p>During interview with V2 (Director of Nursing) on 6/3/2021 at 11:59 am, V2 said, "I heard a noise as if someone fell. I thought a smoker may have fallen, I looked out my office window and could see a resident was on the ground. I ran out to the patio, and I saw the R4 lying on the ground on her left side on top of the screen. She was awake, alert and oriented x 2. I asked her what happened and 'Are you Ok?' R4 said 'They were chasing after me.' I asked who; R4 said again "The people was chasing after me.' She attempted to get up; I said 'No don't get up.' I yelled 'Call 911.'"</p> <p>V2 continued by saying, "Paramedics arrived on</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>the scene, R4's left ankle was bleeding with an open cut the size a regular mouse to the computer. Normal saline and gauze was applied to the wound site. I had never seen anything like this. R4 acted as though nothing had just happened. She wanted to get away from who was chasing her. Paramedics and the police arrived on the scene. Staff was looking out the windows at the incident. I yelled, 'Get out of those windows; this is not a show. Get back to work.'</p> <p>Progress notes dated 5/30/2021 at 2:17 pm by V7 (Nurse) on 5/30 21 at 11:20 am documents writer came into building and started to get things together. I went to the computer to print off the census to make rounds. Around 11:25 am as I was getting things together, writer hears "a nurse needed to the patio STAT," via intercom system.</p> <p>I run downstairs to the patio. R4 was on the ground accompanied by staff members. Writer and staff members checked resident's skin, no new wounds noted except wound to left heel. A nurse cleaned the wound with normal saline and wrapped it with a nonstick dressing. Resident was alert to self, was able to tell staff her name, date of birth (DOB), and age. Resident notified staff that "someone was trying to get her." Resident vital signs were within normal limits, strength strong to bilateral extremities, resident denies pain but facial grimacing noted. Family and Physician was notified.</p> <p>During phone interview with V8 (Paramedic) on 6/3/21 at 2:02 pm, V8 said, "We were called and told a person had fallen from the 2nd floor balcony. When we arrived R4 was laying on top of a window screen on the ground. We looked up and an entire window was missing from the 3rd floor. I am not sure how a resident could fall from</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>a third floor window. We were told the resident was trying to get out because someone was chasing her. We heard screaming, someone telling other people to get out of the windows, and all I could think of was is this going to happen again while we are here." Surveyor asked V8 what he meant by that and if he saw other residents hanging out of windows. V8 said, "No I can't say that but people were yelling 'get out of the window;' it is possible." V8 said "I feel the facility did not provide safety measures to keep this accident from happening."</p> <p>The third floor room where the accident occurred was empty. Surveyor checked the window to see if it was broken or repaired. The window did not look like it was repaired or damaged in any way. Surveyor checked the other windows on the 3rd and 4th floors to ensure that the other residents would be safe. The windows had been reinforced with a bracket and a set of nails at the top and bottom. The windows could only be slid opened to 4 inches wide. All windows had a screen in them. Surveyor was told the accident did not happen in R4's room but the room next to R4.</p> <p>During interview with V6 (Maintenance Director) on 6/3/21 at 12:32 pm, surveyor told V6 that upon assessment of the window, one side was completely removed. It was leaning against the other window from the inside. There were no residents in that room. Surveyor asked how R4 took the window off its frame and that surveyor was not aware the windows could be lifted off the frames. The nail was only there to keep the windows from sliding open more than 4 inches. Surveyor asked V6 if all the windows in the building were able to be lifted up out of the frame and removed. V6 said "Yes, they were before I put nails in the top of the windows, which will</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>prevent a person from lifting the window up to remove it out of the frame."</p> <p>Surveyor asked V6 how long he had been employed with the facility. V6 stated "A couple years." Surveyor asked if he inspects the windows for safety on a regular basis. V6 said "Yes" and told me he can present the quarterly check sheet for all the windows. V6 stated he was not aware that the windows could be lifted up and out of the window frame until this incident occurred on 05/30/2021.</p> <p>During phone interview with V10 (Physician) on 6/8/21 at 2:21 pm, surveyor asked V10 what she meant by the note on her 05/24/2021 assessment of R4 when she documented abnormal behavior. Surveyor asked if there were any indicators that may have warned the facility that R4 would try and hurt self or elope. V10 said on the assessment day R4 was very calm, polite and cooperative.</p> <p>Surveyor asked V10 if R4 displayed behaviors that may have been a precursor of the incident of harming self/elopement on 5/30/2021. V10 said "No," and that the behavior displayed on 5/24/2021, which is worst in the afternoon, was that R4 would collect objects from around her room and try to sell them. V4 said increased paranoia was noted.</p> <p>During a phone interview with V13 (Family) on 6/8/21 at 4:52 pm, surveyor spoke with V13 regarding the injuries R4 sustained. Hospital records were not available for review during this investigation. V13 said R4 had 2 operations, one to stop the internal bleeding and the other surgery was to the left leg. The injuries that resulted from R4 falling out the 3rd floor window was a</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>fractured Pelvis, Back, Left Leg, heel and ankle bones fractured. V13 said R4 is scheduled to have a third operation on the left leg again. R4 is still hospitalized and not aware of the fall.</p> <p>Facility's Policy: Special Care Unit Mission Statement - dated 6/02, revised 10/2014</p> <p>General: To provide a mission statement and goals for the Special Care Unit.</p> <p>2. Goal:</p> <p>To provide a comfortable, safe and structured environment that minimizes the need for chemical or physical restraints.</p> <p>To assure that care is provided by staff that is knowledgeable about the special needs of people with Dementia.</p> <p>Resident will be placed in an environment that is barrier free and structure to prevent falls and injuries that is a result of falls.</p> <p>(A)</p>	S9999		