

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008510	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 10/02/2022
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NAME OF PROVIDER OR SUPPLIER HERITAGE HEALTH-NORMAL	STREET ADDRESS, CITY, STATE, ZIP CODE 509 NORTH ADELAIDE NORMAL, IL 61761
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S 000	Initial Comments FRI of 9/17/2022\IL151746	S 000		
S9999	Final Observations Statement of Licensure Violations 300.610a) 300.1210b)4 300.1210b)5 300.3240a) 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	S9999	Attachment A Statement of Licensure Violations	

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>care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene.</p> <p>5) All nursing personnel shall assist and encourage residents with ambulation and safe transfer activities as often as necessary in an effort to help them retain or maintain their highest practicable level of functioning.</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 Requirements were NOT MET as evidenced by:</p> <p>Based on record review and interview the facility failed to ensure R1 and R2 were not subjected to mental abuse by an employee. This failure resulted in staff refusing to assist R1 to the bathroom and instructing R1 to use her adult brief to urinate in, leaving R1 lying in a wet (incontinence brief). This staff treatment caused R1 to cry and feel like a "baby." R1's ability to</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>sleep was also impacted following this incident. R1 and R2 are two of three residents reviewed for abuse in the sample of three.</p> <p>Findings include:</p> <p>The facility's Resident Care policy and procedure regarding Abuse and Neglect, Involuntary Seclusion, Exploitation, Misappropriation of Resident Property, Injuries of Unknown Origin, and Social Media dated 3-15-18 documents, "All residents have the right to be free from verbal, sexual, physical, mental abuse, corporal punishment, involuntary seclusion, neglect, misappropriation of property, and exploitation. Mental abuse includes, but is not limited to, humiliation, harassment, threats of punishment or deprivation, or offensive physical contact by an employee or agent.</p> <p>1.) R1's Admission Record documents R1 is an 83-year-old that was admitted to the facility on 9-8-22 with the diagnoses of low back pain, non-displaced fracture of the sacrum, muscle weakness, hypertension, and anxiety disorder.</p> <p>R1's Progress Notes dated 9-29-22 document R1 was discharged home.</p> <p>R1's MDS (Minimum Data Set) Assessment dated 9-15-22 documents R1 is cognitively intact with a BIMS (Brief Interview of Mental Status) score of 14, requires extensive assistance of two or more staff for transfers and toileting, and is occasionally incontinent of urine.</p> <p>R1's Care Plan dated 9-9-22 documents, "Toilet use-extensive assist one-person physical assist. Transfer-extensive assist one-person physical assist with gait bet and walker."</p>	S9999		

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S9999	Continued From page 3 R1's Medication Administration Record dated 9-17-22 to 9-18-22 at 3:30 AM, documents V10 (LPN/Licensed Practical Nurse) administered Ultram 50 mg (milligrams) two tablets per R1's request for pain. R1 and R2's Final Report to Illinois Department of Public Health dated 9-23-22 and signed by V1 (Administrator) documents (regarding an incident of 9/17/22), "Conclusion: (R1) stated (V11/Agency CNA/Certified Nursing Assistant) came into room after using the call light. (R1) told (V11) she had to use the bathroom. (V11) checked (R1) and (R1) was incontinent. (R1) stated (V11) said she was going to return to the room when (R1) was finished, but never returned. (V10/LPN/Licensed Practical Nurse) stated she saw (R1's) call light blinking and went to her room. (R1) was crying and stated (V11) told her to use her (adult brief) for the bathroom. (V10) assisted (R1) by changing her (adult brief). (V10) left the room and addressed (V11) about telling (R1) to use bathroom in (adult brief), which (V11) denied. Later during the night, (V11) saw (R1's) call light flashing. (V11) asked (V10) to come with her into (R1's) room. (V11) asked (R1) to tell (V10) what she told (V11). (R1) stated (V11) was giving her attitude during cares in her room. (R1) also stated (V11) had an attitude during cares as well. Upon completion of investigation, facility believes (V11) exhibited attitude that does not meet facility standards during cares with both residents (R1 and R2), however facility unable to substantiate the allegation of telling (R1) to use bathroom in (adult brief). (V11) no longer works for the facility. Agency notified. Physicians and Power of Attorneys notified of outcome of investigation." V10's (LPN) Investigation Form dated 9-20-22	S9999			

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S9999	<p>Continued From page 4</p> <p>and signed by V1 (Administrator) documents, "I saw the call light going off for (R1's) room. I entered the room and (R1) was crying. (R1) told me that (V11/Agency CNA/Certified Nursing Assistant) told her to use the bathroom in her depend (adult brief). I assisted (R1) with changing her and I left the room."</p> <p>R1's Investigation Form dated 9-19-22 documents, "(On 9-17-22), (V11) came in and the attitude that (V11) had was like I was bothering her. (R1) stated, "I need to use the bathroom and get one of those diapers on. I turned over and (V11) said, "Oh! You are incontinent. I am just going to come back when you are finished." Nurse (V10) came in and told me she would be right back, and the girl (V11) came in with the nurse (V10) and sat down in (the) chair and said, "I want to hear what you are going to tell (V10) I said." (V11) did not change the wet pad under me. (V11) just pulled it up and left. I had to call for a pain pill and something to settle me down."</p> <p>On 9-30-22 at 10:35 AM R1 stated, "(On 9-17-22) in the middle of the night, (V11) came into the room to answer my call light. I told (V11) I needed to get up to use the restroom. (V11) checked my diaper (adult brief) and said to me, "You are already wet. I am not going to take you to the bathroom. Just go ahead and finish (being incontinent) in your diaper. I told (V11) I would at least like to use the bedpan. (V11) told me she did not have time for that and told me to finish in my diaper. (V11) was very rude. I was crying about it. I was so upset. I am used to being independent and wanted to go to the bathroom. (V11) acted like I was a baby. I told the nurse (V10) how (V11) was so rude to me and made me pee my diaper. I felt like (V11) was very abusive to me. I have never felt that way. I had</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>to take a pain pill to calm down and get back to sleep."</p> <p>On 9-30-22 at 2:30 PM V10 (LPN) stated, "I went into (R1's) room sometime around 3:00 AM or so (9-17-22). (R1) was crying and said (V11) has turned her over and told her she was already wet, so instead of taking her to the bathroom, (V11) told (R1) to wet her (adult brief). When I checked (R1) her (adult brief) was soaked. I changed her and cleaned her up. (R1) did ask me for a pain pill."</p> <p>On 9-30-22 at 11:15 AM V1 (Administrator) stated, "I have notified the agency that (V11) is no longer allowed to work at this facility due to multiple resident complaints about her being rude."</p> <p>2.) R2's Admission Record documents R2 is a 77-year-old that was admitted to the facility on 9-3-22 with the diagnoses of fracture of sacral and vertebra, difficulty walking, muscle wasting, osteoarthritis, and major depression.</p> <p>R2's Progress Notes dated 9-22-22 document R2 was discharged home.</p> <p>R2's MDS Assessment dated 9-10-22 documents R2 is cognitively intact with a BIMS (Brief Interview of Mental Status) score of 14, requires limited assistance of one staff for transfers and toileting, and is always continent of urine.</p> <p>R2's Investigation Form Statement dated 9-19-22 documents, "(V11) came in and placed walker and acted hateful about it. (V11) did not go to the bathroom with me and did not turn on my light. (R2) asked (V11) to put head of bed down and (V11) just gave attitude. (V11) wants to complain</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>about not having enough help, staff did not show up, and they were shorthanded. (V11) just had a completely different attitude. (V11) told (R2), "You just called me an hour ago." (V11) did not apologize. I almost dread the nights to come. It is like they do not want me to be here, and I really need them (staff) at night."</p> <p>On 10-1-22 at 2:45 PM R2 stated, "(V11) was very rude. (V11) acted like I did not need help and acted like I was a liar. (V11) was very huffy and would tell me, "I do not have time to keep helping you!" (V11) does not need to be a CNA or need to take care of the elderly."</p> <p>(B)</p>	S9999		