

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  IL6014641	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____  B. WING _____	(X3) DATE SURVEY COMPLETED  C 02/16/2022
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NAME OF PROVIDER OR SUPPLIER  SYMPHONY AT MIDWAY	STREET ADDRESS, CITY, STATE, ZIP CODE 4437 SOUTH CICERO CHICAGO, IL 60632
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S 000	Initial Comments  Complaint Investigation  2280742/IL142930	S 000		
S9999	Final Observations  Statement of Licensure Violations  300.610a) 300.1210b) 300.1210c) 300.1210d)1) 300.1210d)2) 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	S9999	Attachment A Statement of Licensure Violations	

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>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</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>1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.</p> <p>2) All treatments and procedures shall be administered as ordered by the physician.</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 interview and record review, the facility failed to follow physician orders to monitor blood glucose and administer insulin medications as ordered for residents with diabetes. This affects 5 (R1, R2, R3, R4, R5) of 5 residents reviewed for care and treatment for diabetes. These failures resulted in R1, who was sent to the hospital emergency room with a pre-existing gangrene wound, being diagnosed with Diabetic</p>	S9999		

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S9999	<p>Continued From page 2</p> <p><b>Ketoacidosis with Coma Associated with Type 2 Diabetes.</b> R1 was admitted to the Intensive Care Unit.</p> <p>Findings include:</p> <p>1. R1's face sheet shows that R1 is a 61 year old resident originally admitted on 1/31/2020 and re-admitted on 2/20/2021. R1's diagnoses include but are not limited to Type 2 Diabetes Mellitus, Hyperglycemia, COPD (Chronic Obstructive Pulmonary Disease) and Hypertension. R1's wound care progress notes dated 2/1/20 at 9:16pm written by V11 (Registered Nurse/RN) documents that R1 was admitted with diabetic foot ulcers on the right and left feet.</p> <p>On 1/26/22 at 11:45am, V2 (Director of Nursing/DON) presented R1's complete care plan. Upon review, there was no care plan to address R1's Diabetes.</p> <p>On 1/26/22 at 12:10pm, V12 (Care Plan Nurse) was asked about R1 being care planned for Diabetes. V12 went through R1's records and stated that there was no care plan for R1's Diabetes. V12 stated, "Floor Nurses usually put in the initial care plan, and I do the quarterly reviews. The old care plan from the previous admission is there, but when he (R1) was re-admitted on 7/13/2021, the floor nurse did not re-activate the diabetes care plan, so it did not come through. He (R1) should have a care plan for Diabetes but somehow it was missed."</p> <p>On 1/25/22 at 3:08pm, V3 (Hospital Case Worker) documented that on 1/19/2022, R1 arrived in the Hospital Emergency Room with Diabetic Ketoacidosis, Lactic Acidosis, and other medical issues. On 1/26/22 at 4:30pm, V3 stated</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>that R1 was still admitted to the ICU (Intensive Care Unit) of the hospital. On 2/2/22 at 10:51am, V13 (Hospital Social Worker) stated that R1 was discharged from the hospital and sent to another nursing home.</p> <p>R1's Hospital Emergency Room records dated 1/19/22 document the following: (Patient Information) shows the diagnosis as "Diabetic Ketoacidosis with Coma Associated with Type 2 Diabetes Mellitus." On 1/23/22 at 5:33pm, V4 (Hospital Physician) wrote in part: "I have seen, examined, and evaluated the patient. Patient is a 61 year old nursing home resident with a history of Hypertension, COPD (Chronic Obstructive Pulmonary Disease) and Diabetes Mellitus. Patient presents with tachypnea (abnormally rapid breathing) to the Emergency Department and is subsequently intubated, mechanically ventilated. Patient presents with Lactic Acidosis of 18, Hyperglycemia 339 (abnormal level) and Beta Hydroxybutyrate 5.2 (abnormal level), Multi-system Organ Dysfunction, Etiology appears likely to be initially due to Diabetic Ketoacidosis which patient likely experienced at the nursing home, Patient likely experienced osmotic diuresis due to elevated blood sugars with resulting AKI (Acute Kidney Injury), Patient's AKI secondary to osmotic diuresis associated with ketoacidosis at the nursing home, We will proceed with the DKA (Diabetic Ketoacidosis) Protocol."</p> <p>On 1/31/22 at 1:24pm, V9 (Facility's Physician for R1) was asked for his professional opinion about the possible effects of not checking blood glucose levels and administering insulin to a resident according to doctor's orders, as well as possible complications. V9 was also asked about the possible complications if a diabetic resident did</p>	S9999		
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S9999	<p>Continued From page 5 and 29- 31, 2021.</p> <p>R1's MAR (Medication Administration Record) for January 2022 showed that R1 did not get the scheduled blood sugar check and scheduled insulin at 8pm on January 1, 7, 11, 12, 14, 15, 17, and 18, 2022.</p> <p>On 1/26/22 at 1:58pm, V2 (Director of Nursing) was interviewed about the procedure for nurses to record blood sugars and insulin doses that residents refused. V2 stated that there is a chart code on the MAR for when a resident refused any medication, and that the MAR box should not be left blank for any reason. V2 added that she (V2) was not aware that nurses were missing blood sugar checks and insulin administration, and that she appreciates that the State Surveyor brought this to her attention. V2 stated that she (V2) would start to in-service the nurses about this.</p> <p>On 2/2/22 at 1:48pm, V2 was interviewed about the facility's practice for blood sugar monitoring and insulin administration both in general and specifically for R1. V2 stated that there is usually a blood sugar check before the scheduled insulin will be given. V2 stated that R1's physician orders say to check the blood sugar twice a day and to give the NPH Insulin, plus Novolin R per sliding scale. V2 added that if the nurse could not check the blood sugar or could not administer the insulin because the resident refused, the nurse should document it in the MAR and progress notes and also notify the doctor.</p> <p>On 2/1/22 at 3:11pm, V10 (Registered Nurse/RN) was interviewed about R1's condition on 1/19/2022 when V10 called 911 and sent R1 to the Emergency Room. V10 stated that at R1's baseline, R1 was someone who moved</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>independently with his wheelchair and would also go around by himself. V10 stated R1 would normally use the call light to ask staff for assistance. V10 stated when V10 saw R1 in bed with a bowel incontinence episode and labored breathing, V10 checked R1's vital signs. V10 stated R1's oxygen saturation was 44 percent, heart rate (pulse) was 22, and respiration was 32. V10 stated he knew it was an emergency, and he called 911 immediately.</p> <p>V10 was asked about checking and recording residents' blood sugars and giving insulin to residents, and whether or not R1 was refusing blood sugar checks and insulin. V10 stated that R1 did not refuse blood sugar checks or insulin for V10, but V10 could not tell if R1 refused for other nurses. V10 added that if a resident refuses blood sugar check or insulin, as well as any other medication, it should be documented on the MAR or in the progress notes, and the doctor and family should be notified.</p> <p>R1's progress notes dated 1/19/22 at 01:37 written by V10 corroborates the above interview with V10.</p> <p>R1's progress notes from October 2021 to current date were reviewed. There was no record that R1 refused blood sugar checks or insulin, and no record that R1's physician or family was notified of R1's refusal of blood sugar checks or insulin administration.</p> <p>2. R2's POS dated 7/25/21 documents: Insulin Glargine Solution 100 units per ml (milliliters) 46 units subcutaneously at bedtime (9pm). R2's MAR for 12/1/21 to 12/31/21 shows missing entries for scheduled blood sugar checks and scheduled insulin at 9pm December 10, 13, 14,</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>18, 19, 23, 24, and 28, 2021. R2's MAR for January 2022 also shows missing entries for January 1, 2, 5, 6, 11, 16, and 21, 2022.</p> <p>On 1/26/22 at 1:36pm on the third floor, V6 (Licensed Practical Nurse/LPN) stated R2 takes her insulin and blood sugar checks religiously, and R2 does not refuse. V7 (Unit Manager) also stated that R2 is very compliant with insulin and blood sugar checks.</p> <p>R2's Care plan dated 5/13/2019 states that R2 has a diagnosis of Diabetes Mellitus and has the potential for Hypo/Hyperglycemic reactions and is receiving medications for treatment. Intervention states in part: Glucose Monitoring, Diabetes medication as ordered by the doctor.</p> <p>3. R3's POS dated 12/22/2021 documents: Insulin Glargine-yfgn Solution 100 units per ml (milliliters) 11 units subcutaneously one time a day (9am). R3's MAR shows a missing entry for January 8, 2022. R3's January 2022 MAR also shows missing blood sugar checks at 5pm and 9pm for January 1, 5, 13, 14, 20, and 21, 2022.</p> <p>On 1/26/22 at 1:48pm on the second floor, V8 (LPN) stated that R3 does not refuse blood sugar checks or insulin.</p> <p>R3's Care plan dated 11/15/2021 documents that R3 has a diagnosis of Diabetes Mellitus and has the potential for Hypo/Hyperglycemic reactions and is receiving insulin injections for treatment. Intervention states in part: Give Diabetes medication as ordered by the doctor.</p> <p>4. R4's Physician Order Sheets (POS) dated 9/25/2021 documents the following: Accucheck before meals and at bedtime; Lantus Solution 100</p>	S9999		



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S9999	<p>Continued From page 8</p> <p>units per ml (milliliters) 25 units subcutaneously at bedtime (9pm).</p> <p>R4's MAR for 12/1/21 to 12/31/21 shows missing entries for scheduled blood sugar checks and scheduled insulin at 9pm on December 10, 13, 14, 18, 19, 22, 23, 24 and 28, 2021.</p> <p>R4's MAR for 1/1/22 to 1/23/22 shows that R1 did not get the scheduled 9pm blood sugar check and insulin on January 1, 2, 5, 6, 7, 9, 13, 14, 16, and 21, 2022.</p> <p>On 1/26/22 at 1:36pm on the third floor, V6 (LPN) stated R4 usually takes his insulin and blood sugar checks and does not refuse.</p> <p>R4's care plan dated 3/6/2015 documents that R4 has a diagnosis of Diabetes Mellitus and has the potential for Hypo/Hyperglycemic reactions and is receiving medications for treatment. Intervention states in part: Glucose monitoring.</p> <p>5. R5's POS dated 11/30/21 documents Lantus Solution 100 units per ml (milliliters) 14 units subcutaneously at bedtime (9pm). R5's MAR for 12/1/21 to 12/31/21 shows missing entries for 9pm on December 3, 4, 5, 8, 12, 14, 17-23, 25-29, and 31, 2021. There were also missing entries for January 1-6, 8-11, 13-17, 21, and 23-31, 2022.</p> <p>On 1/26/22 at 1:31pm on the fourth floor, V5 (LPN) was interviewed regarding R5's blood sugar checks and insulin administration. V5 stated that R5 does not talk, does not refuse any medication, and does not refuse blood sugar checks.</p> <p>R5's care plan dated 11/26/2018 states that R5</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>has a diagnosis of Diabetes Mellitus and has the potential for Hypo/Hyperglycemic reactions and is receiving medications for treatment. Intervention states in part: Glucose monitoring.</p> <p>Facility "Medication Administration" policy, dated 7/14, states in #18: If medication is not given as ordered, document the reason on the MAR and notify the Health Care Provider.</p> <p>Facility "Charge Nurse" document states under Duties and Responsibilities: Drug Administration Functions: Prepare and administer medications as ordered by the physician. Sign and date all entries made in the resident's medical record.</p> <p>Facility "Insulin Administration" policy, dated 10/03 and revised 7/14, documents in #9: Record on the MAR that insulin was given and site, rotating the site.</p> <p>Facility "Blood Glucose Monitoring" policy, dated 11/2018 and revised 11/2019 and 5/2021, documents in #12: Refer to any Physician Order for management; and #13: Document procedure, reading, and any action taken.</p> <p>(A)</p>	S9999		