

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6001333	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/03/2022
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NAME OF PROVIDER OR SUPPLIER SYMPHONY ENCORE	STREET ADDRESS, CITY, STATE, ZIP CODE 2829 SOUTH CALIFORNIA BLVD CHICAGO, IL 60608
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S 000	Initial Comments FRI of 6/27/2022/IL148477	S 000		
S9999	<p>Final Observations</p> <p>Statement of Licensure Violations</p> <p>300.1210b) 300.1210c) 300.1210d)6</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 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>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>	S9999	<p>Attachment A Statement of Licensure Violations</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>These Requirements were NOT MET as evidenced by:</p> <p>Based on interview, record review and observation the facility failed to provide supervision to 1 of 3 residents (R4) in a sample of 9 by failing to prevent the possession of (ETOH) alcohol while inside the facility. As a result R4 sustained a hand laceration due to intoxication.</p> <p>Findings include:</p> <p>R4 is a 52 year old male with a diagnosis including Diabetes 2, Chronic Obstructive Pulmonary Disease, Anxiety Disorder, Alcohol Dependence, and Cocaine Abuse. R4 was first admitted to the facility on 1/28/21.</p> <p>R4 s April 2022 Minimum Data Set BIMs score is 14.</p> <p>R4 has care plans including: 12/30/21 care plan - potential for altercation in cognitive status r/t toxic metabolic encephalopathy 2/2 ETOH and substance abuse and hx of hyperammonemia. 7/1/21 care plan - Has mood problem r/t Disease Process alcohol and drug abuse. 4/13/21 care plan - Has Delirium or an acute confusion episode r/t alcohol and drug abuse. 6/27/22 (recent) care plan - Has potential to demonstrate physical behaviors r/t poor impulse control. 6/27/22 R4 was observed intoxicated, became aggressive and punched out the window. Date initiated 6/27/22.</p> <p>Review of documents show that on 6/27/22 the facility sent Illinois Department Of Public Health</p>	S9999		
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S9999	<p>Continued From page 2</p> <p>an incident report. The report included documentation that the nurse heard a loud yelling and noise coming from the room, upon entering room Patient was observed guarding left hand with a cloth and closer look blood was noted. Patient seen belligerent, unsteady gait, slurred speech, combative, screaming, and aggressive towards staff. Patient refused first aid care and vital signs. The window was broken in the room and glass on floor. Team Health On Call called and Nurse Practitioner called and returned call and made aware. 911 called. 911 in facility and Pt. (patient) care for his left hand. BIMs score 13. Resident denied being abused or mishandled.</p> <p>Review of hospital record (6/27/22) shows R4 admitted to hospital with a diagnosis including hand laceration and alcohol intoxication.</p> <p>6/27/22 progress note/behavior note states - Writer (V6) 1AM was at the nursing station and heard a loud yell coming from the back of the unit. Writer immediately went to where the noise was coming from and observed patient in his room with an unsteady gait, slinging his left hand with his clothes noted with blood on it. Patient left hand (back of the hand) was also noted with blood which patient refuses for writer to render first aid care to the hand. Patient appears to be intoxicated with alcohol with slurred speech unsteady gait and also combative towards writer. Rapid response was called which staff nurses in the facility arrived on the unit to assist with patient care. Patient now still combative, screaming and calling staff out of their names with threats of bodily harm. Other staff unable to assist patient due to his aggressive behavior. Patient refuses vital signs to be taken by staff nurses and also refuses to change his clothes which has blood on it. 3-11 pm Supervisor also arrived at the unit to</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>also assist with patient first aid which patient became very aggressive towards supervisor attempting to hit supervisor and also throwing items at supervisor. Patient now at the nursing station still refusing care to his laceration site. 911 called for transportation for patient, awaiting for their arrive to unit. Patient still attempting to fight supervisor again refusing first aid care to his left hand. IPC service called and writer spoke to on call NP (nurse pactionier) who was made aware of patient above listed change of condition with order given to transfer patient to s local hospital for evaluation of laceration to the left back of the hand, order noted and carried out. Patient POA (sister) was also called and made aware of patient above behavior with laceration at the back of the left hand. POA inform that patient is been transfer to the hospital for evaluation of the left hand which she verbalized understanding. 911 personal arrived on unit which patient at the nursing station still refuses for the EMT to render care to the his left laceration side. Patient now aggress to be transfer to the hospital for evaluation. Patient was then taken to St. Anthony hospital with 911 EMT'S. Writer then called hospital ER and gave nursing report to ER nurse of patient above listed change of condition. Facility administrator and DON both made aware of patient above listed change of condition as listed above by 3-11 pm supervisor. Writer will follow up on patient status later on at the hospital.</p> <p>6/27/22 progress note/ behavior note states resident returned to facility via elite ambulance,with 6 sutures to left hand covered by kerlix dressing. refusing vital signs still s/s of intoxication. 6/27/22 hospital record shows 6 sutures to left hand.</p> <p>6/30/22 progress note/wound care note states</p>	S9999		
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S9999	Continued From page 4 resident is a readmission back into the facility and full body assessment performed today by wound care department. Resident is ambulatory and continent of bowel and bladder. Resident noted with surgical wound to the left hand with 6 intact sutures with no drainage noted following assessment by wound care department. MD is aware of readmission, tx and dietary supplement orders given and carried out. Resident declined assessment on yesterday but allowed for assessment on today. Resident is alert and orient x's 3. Resident resting comfortably following assessment by wound care team. On 7/1/22 11AM V4 (Maintenance Director) stated R4 hit the window with his hand and cut his hand. R4 was intoxicated from alcohol. I went to the room after he broke the window and returned from the hospital around 5 AM. He was still very drunk and stumbling all over the room. The nurse in charge on the night shift took a bottle of alcohol from him. R4 had to go to the hospital to get treatment to his hand. R4 is now in another room. This room is kept locked until the window company can replace the glass. I do not know how R4 got the alcohol. On 7/1/22 11:30AM V6 (Nurse) stated I heard a loud noise. I got to R4s room. R4 was staggering and combative. Blood was all over the room. I call rapid response for help. The nurse (Supervisor nurse) came up. He tried to talk to R4. R4 was slinging his hand. We called 911. They came in and took him to the hospital. He got 6 stitches. R4 appeared to be intoxicated. He reeked of alcohol. We found a 1 empty bottle and one that was half full. R4 has a community pass to go in community. The policy states that the staff look in the residents bag when they return.	S9999		

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S9999	<p>Continued From page 5</p> <p>On 7/1/22 11:41 AM V5 (Social Service) stated I was aware of R4 incident. R4 did not have a pass to leave the facility. On 3/7/22 R4 was found to appear to be intoxicated. R4s community pass was revoked. R4 was restricted to the building. I do not know how R4 got the alcohol. My staff have been working with him. Social service met with him today. No concerns no behaviors or aggression. I will be meeting with him today to discuss 1:1 counseling.</p> <p>On 7/1/22 12:35 PM R4 stated I got the 2 bottles of rum from a friend. He talked to me on the phone and asked me if I needed anything. I told him to get me rum. He met me out on the facility patio and handed me the two bottles of rum. I took it up to my room. No one checked me when I came back into the facility. There was no staff out on the patio when I received the rum on the outside patio from my friend. He handed it to me over the fence. I brought it up to my room and drank it.</p> <p>On 7/3/22 9:35AM V5 (Social Service) stated I am in charge of the outside patio. The patio is kept locked at all times unless there is a staff person to supervise the residents. All department staff can supervise the outside patio area. Everybody helps with watching the residents when they are out on patio. Yesterday I worked with R4 with his new behavior contract. During this time R4 told me he got the alcohol from and outside visitor outside the building. R4 did not tell me exactly how he did it. R4 does not have unrestricted community pass at this time since the incident.</p> <p>On 7/2/22 10:40AM V1 (Administrator) stated our policy on (ETOH) alcohol in the facility is covered by our policy titled Contraband (Room Search).</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>Alcohol possession by residents is prohibited. Residents out on the patio are supervised. There are PSAs or staff (CNAs) that supervise the patio when residents are out there. If there is no staff the door to patio is locked. Family members and guest with bring contraband into the facility. There was no report that anyone passed alcohol to R4 over the fence in the patio. No one knows how R4 got the alcohol in the facility. I believe there are cameras out on the patio. Had I known R4 got alcohol from the patio I would have checked the cameras.</p> <p>On 7/1/22 12PM R1s room was observed. The exterior wall lower window was observed broken out. Old blood was observed on the wall directly below the window. This room was observed locked with no resident access.</p> <p>Facility Policy titled Contraband (Room Search) 3/20/22 states including Purpose: To provide a process for searching a residents room and/or belongings when residents exhibit behaviors of self-harm or inflection of harm onto others. Definitions: Contraband: Any item that is banned from the facility and/or is of harm to the resident or others. Items included but are not limited to: guns, knives, ammunition, chemical substances, illegal drugs or drug paraphernalia, Alcohol, Tobacco, lighters, Flammable substances and other items that pose safety or risk as determined by staff.</p> <p>Facility guideline dated "7/10" states To provide monitoring of residents on the patio in addition to any camera monitoring. All facility staff. 1. The patio will be monitored when residents are on the patio if necessary. 2. Staff will monitor the patio as assigned. This on addition to the current cameras that monitor the patio. 3. If a resident</p>	S9999		

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S9999	Continued From page 7 exhibits inappropriate behavior, then the resident will be asked to leave the patio. The PRSC or Social Services will be alerted and will provide appropriate intervention. (B)	S9999		