

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006704	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/03/2022
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NAME OF PROVIDER OR SUPPLIER HELIA HEALTHCARE OF BELLEVILLE	STREET ADDRESS, CITY, STATE, ZIP CODE 40 NORTH 64TH STREET BELLEVILLE, IL 62223
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S 000	Initial Comments	S 000		
	Complaint Investigation: 2248375/IL152484			
S9999	Final Observations	S9999		
	<p>Statement of Licensure Violations: 300.610a) 300.1010d) 300.1010e) 300.1010h) 300.1210a) 300.1210b) 300.1210d)3)</p> <p>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.</p> <p>Section 300.1010 Medical Care Policies d) All residents, or their guardians, shall be permitted their choice of a physician.</p> <p>e) All resident shall be seen by their physician as often as necessary to assure adequate health care.</p>			
			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>h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable.</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</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>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>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>This REQUIREMENT is not met as evidenced by:</p> <p>Based on interview and record review, the facility failed to identify or monitor a change of condition and failed to send the resident to the hospital in a timely manner for 1 of 3 residents (R2) reviewed for change of condition in the sample of 7. This failure resulted in R2's family calling the ambulance and insisting R2 be sent to the hospital. R2 was admitted with a diagnosis of fever, sepsis, pneumonia, altered mental status, tachycardia, bacteremia, peripheral artery disease (PAD), lactic acidosis, and dry gangrene to his left distal foot.</p> <p>Findings include:</p> <p>R2's Face Sheet documents diagnoses to include Epilepsy, unspecified, intractable, with status epilepticus; Essential hypertension, Unspecified sequelae of cerebral infarction; Unspecified dementia with behavioral disturbances; Other specified peripheral vascular diseases.</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>R2's Progress Notes document R2 was admitted to the facility on 9/6/2022 at 3:00 PM.</p> <p>R2's Minimum Data Set (MDS) dated 9/13/2022 documents R2 was moderately impaired for cognition. R2's MDS also documents R2 requires an extensive assist with one staff member for bed mobility, transfers, dressing and toileting. R2's MDS documented R2 was frequently incontinent of urine and bowels. R2's MDS did not document R2 had any foot infections, open lesions on feet, wounds, burns, and none of these were not present on admission.</p> <p>R2's Care Plan does not address R2's foot wounds or foot care, or any wound management for his arterial wound on his left, distal medial foot, and left bottom of foot, left distal medial foot. R2's Care Plan addresses his peripheral vascular disease and documents, "Resident will have adequate blood flow to extremity as evidenced by presence of peripheral pulses, sensation, motion and warmth to extremity Skin to extremity will remain intact with a short-term target date of 12/26/2022."</p> <p>On 10/25/2022 at 1:53 PM V8 (Certified Nursing Assistant/CNA) stated, "I remember (R2) liked to come out of his room. He did have an area on his foot. I am not sure if he had it when he got here. I don't really remember."</p> <p>The Facility's Wound Log documents on 9/26/22 at 5:14 PM, (R2) had a new wound to his left top of foot, left inner upper foot initial size 1 centimeter (cm) in length by (x) 1.5 cm in width x not measurable in depth, 1.50 cm² surface area. The Log documented this wound was not present upon R2's admission (facility acquired) and was stable.</p>	S9999			

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S9999	<p>Continued From page 4</p> <p>R2's Wound Evaluation and Management Summary by V4 (Wound Physician) dated 9/26/2022 documents, "Patient present with a wound on his left, distal, medial foot. At the request of (V9), the referring provider, a thorough wound care assessment and evaluation was performed today. He has an arterial wound of the left, distal, medial foot for at least 2 days, duration. There is no exudate. There is no indication of pain associated with this condition. Family History: No relevant family history identified which includes a negative family history for immunosuppressive conditions, collagen-vascular disease and bleeding disorder. Site 1: Arterial wound of left distal medial foot, size Length 1 x width 1.5 x depth, not measureable centimeters. Exudate none, scab dried fibrinous exudate (scab). Betadine dressing, twice daily. My goal for this wound is healing as evidenced by a decrease in surface area of the wound and/or a decrease in the percentage of necrotic tissues within the wound bed."</p> <p>R2's Physician Order Sheet (POS) does document a diagnosis of Peripheral artery disease. According to the American Heart Association it is defined as a circulatory condition in which narrowed blood vessels reduce blood flow to the limbs. This diagnosis was not documented on R2's Wound Report.</p> <p>R2's Progress Note, Late Entry on 9/27/2022 at 8:22 AM, documents "(V4) Wound Care Specialist, in the facility to provide wound evaluation and treatment for the following wounds: Site 1: Arterial wound of left distal medial foot, size 1 x 1.5, exudate none, scab dried fibrinous exudate, Wound progress stable. Procedure: None. Dressing treatment plan:</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>Betadine apply BID (2x times a day). Lab order pre- albumin, Plan of care reviewed and addressed. Follow up evaluation by wound care specialist within 7 days."</p> <p>The Facility's Wound Log documents on 10/3/2022 at 10:03 PM, R2 had a wound to left bottom of foot, left distal medial foot area measuring 1.4 centimeter in length x 1 cm in width x not measurable in depth and Surface area 1.40 centimeters (cm2), duration greater than 8 days.</p> <p>R2's Wound Evaluation and Management Summary by V4, dated 10/3/2022 documents, "Patient presents with wound on his left, distal, medial foot. At the request of (V9) the referring provider, a thorough wound care assessment and evaluation was performed today. He has an arterial wound of the left, distal, medial foot for at least 8 days that is weird since duration. There is no exudate, there is no indication of pain associated with this condition. Wound size length 1.4 (increase in size) x width 1 (decrease in size) x Depth not measurable cm. Surface area: 1.40 cm2. Wound progress: Improved."</p> <p>R2's Progress Notes dated 10/3/2022 at 10:00 PM, "Wound Report by V4, Wound Physician document, "Arterial wound of left, distal, medial foot partial thickness, wound size length 1.4 x width 1 x depth not measurable cm. Surface area 1.40 cm2, no exudate, dried fibrinous exudate scab. Wound progress improved."</p> <p>R2's Care plan meeting Notes documented as being held on 10/4/2022 at 1:00 PM documented, "The following were addressed; (R2) is an increased safety risk, Long term memory is good, short-term memory is poor. He is currently at his</p>	S9999		
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S9999	<p>Continued From page 6</p> <p>baseline and is unable to discontinue back to apartment at this time. (V5, Family of R2 and Power of Attorney, POA) is concerned with wound treatment. Explained that Wound Medical Doctor started seeing resident this week. States that he did have a vascular problem with left foot in the past and has had a bypass in left leg. States that she is making appointments with Primary Care Physician (PCP) and Vascular Doctor. Explained that facility needs to schedule appointment, and once resident is at facility they see Provider at facility, not PCP as insurance won't cover it."</p> <p>On 10/26/2022 at 2:53 PM, V12 (Activity Director) stated, "I was at the Care Plan Meeting. (R2's sister V5) was at the meeting. She was talking a lot about (R2's) foot and wanting help with coordinating outside doctor appointments. (V5) kept talking about (R2's) foot. All I know is that (V5) called an ambulance on her own and had (R2) sent out to the hospital. (R2) is no longer here."</p> <p>R2's Progress Notes dated 9/30/2022 at 9:39 PM documents, "X-ray results reported to Nurse Practitioner. No new orders at this time."</p> <p>R2's Progress Notes dated 10/6/2022 at 3:36 PM, documents, "Resident returned from Dr. Appointment with order for CBC (complete Blood count) and 3 view x-ray of left foot."</p> <p>R2's X-ray report dated 10/7/2022 at 11: 39 AM documents R2 had 2 views of his left foot. R2's medical records does not have any blood work or CBC orders in his chart.</p> <p>R2's Progress Notes dated 10/7/2022 at 9:10 AM, document, "Resident's POA took resident to</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>Hospital via private car related to resident's foot."</p> <p>R2's Progress Notes dated 10/7/2022 at 3:41 PM, document, "Called hospital update on resident. Resident not admitted at this time."</p> <p>R2's Progress Notes dated 10/7/2022 at 3:44 PM, document, "Called (V5 POA of R2) inquiring local (sic) of resident. No answer. Left message."</p> <p>R2's Progress Notes dated 10/7/2022 at 4:03 PM, document, "Resident returned to facility with (V5). States that she took him to Hospital Emergency Room (ER), and they did blood work. Explained that communication with facility is imperative to provide optimal health and safety for resident."</p> <p>On 10/26/2022 at 9:13 AM, V2 (Director of Nursing/DON) stated, "We did not get any blood work for (R2) when (V5) took him out of the hospital. The Nurse Practitioner ordered blood work for him, but his POA took him out with the ambulance before we had a chance to draw up any blood. We did not have a chance to get his blood work before he went out to the hospital. He went out to the ER, but they never admitted him."</p> <p>R2's Progress Notes dated 10/9/2022 at 10:02 AM, document, "[Recorded as Late Entry on 10/10/2022 01:16 PM] Resident lethargic this afternoon. Resident has poor appetite and does not want to get up out of bed or take his morning meds. Resident's sister/POA (V5) refused to let him take Vimpat, she states she thinks he is being overdosed on seizure medication. She is requesting he be sent to ER even though she just took him to the hospital on Friday and they did not find anything wrong to admit him with. Resident did end up taking all morning meds without</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>difficulty. Call placed to on call Medical Doctor to update on resident's condition and informed of family's request for him to be sent to ER. Nurse Practitioner states labs need to be drawn before resident can be sent out. Orders entered and lab made, awaiting draw at this time. Will continue to monitor."</p> <p>R2's Wound Evaluation and Management Summary by V4, dated 10/10/2022, documents, "Patient presents with wound on his left, distal, medial foot. At the request of (V9) the referring provider, a thorough wound care assessment and evaluation was performed today. He has an arterial wound of the left, distal, medical foot for at least 14 days duration. There is no exudate. There is no indication of pain associated with this condition. Wound size: Length 1.4 (same) x 1.1 (increase) x not measurable cm. Surface area 1.54 cm². (Increase). Wound progress: No change."</p> <p>R2's Progress Notes dated 10/10/2022 at 1:05 PM by V10 (Licensed Practical Nurse/LPN), documents, "This nurse was informed POA called Ambulance for resident transfer to ER. Once ambulance arrived, I spoke with EMT (Emergency Medical Technician) and explained the situation and how resident has been somewhat lethargic and a little more out of it than normal. POA gave this nurse a printout of a conversation with an unknown person who sister claims is his vascular doctor (V6) stating she should be seen in the ER for evaluation asap (As soon as Possible) . Face sheet and CCD (Continuity of Care Documentation) printed out and given to EMT. Resident left facility via ambulance at this time."</p> <p>R2's Hospital Records dated 10/10/2022</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>document R2 had an emergency room visit with a diagnosis of fever, sepsis, pneumonia, altered mental status, tachycardia, bacteremia, peripheral artery disease (PAD), lactic acidosis, and dry gangrene.</p> <p>On 10/25/2022 at 12:28 PM, V5 (R2's sister/POA) stated, "(R2) was admitted to the facility with the goal of him getting stronger so he could go back to his apartment and live. We had a Care Plan meeting on 10/4/2022 and I told them at that meeting that (R2) was complaining of pain in his foot, and I expressed my concerns. (R2) had vascular issues back in 2020 and had surgery on his left toe. I did not want him to have to go through that again. The facility assured me they were treating him. I already had an appointment with his family physician for 10/4/2022 and I felt like the facility did not want me to take him anywhere else. They told me I could only use their facility physician and they told me I could not do that. I knew that I could and took him to his appointment. But (R2) did not seem to be getting better in fact he seemed to be declining. Every day, he was worse than the day before. I have lots of family and we were all visiting him and noticing his decline. I talked with (V2 Director of Nursing) and seemed not to really care about what I was saying. She was aloof and told me they were taking care of (R2). I kept telling them his foot was getting worse and he was different. Finally, I just took him to the Emergency Room because I was so worried. The emergency room was overcrowded and when we finally got to see the doctor which was hours later, and they did take blood work, but the facility kept calling me and by this time I felt overwhelmed and took (R2) back to the facility. They seem to minimize everything I was saying. (R2) got so bad that the next day not only was he lethargic, but the staff</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>could not even get him transferred because he was not able to help her at all. He didn't look right, he could not hold his head up, he was lethargic. He was just not improving. I told the facility I wanted him sent out and they refused and told me I had just taken him to the hospital, and they did not seem to think he needed sent out. I knew in my heart something was wrong, so I called my Nurse Practitioner and told him he was lethargic, and she told me if he was lethargic then he probable needed sent out. So, I called the ambulance and when the EMT arrived I gave them a print out of what (V6 Outside Family Nurse Practitioner) and I had talked about and they took his vitals and he was so lethargic he could not do anything himself. I thought he was going to die right there. When the EMS got here, they told me he was dehydrated, he had a high heart rate, low oxygen levels and his foot was very dark in color. I am so glad I had him sent out. Unfortunately, when he got to the hospital, he had pneumonia and he had to have his foot amputated to below the knee. I think he would have died if I had left it up to the facility."</p> <p>V5 had a message with V6 (Outside Family Nurse Practitioner) with an electronic medical system that documents undated with time 12:05 PM, documents from V6, "I am not sure if he should wait on a vascular appointment if he is lethargic. I think he needs to be seen in the ER for evaluation with possible admission. He may need antibiotics. We will try and see if we can get him somewhere today or tomorrow, but my suggestion would be the Emergency Room for evaluation." V5 responds, "OK, he is lethargic. Vascular appointment made for Wednesday. He needs to go now but I can't get him in the car. I will go there, can call ambulance."</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>On 10/25/2022 at 4:14 PM, V6 (Advanced Practice Registered Nurse), stated, "Yes, it was communicated with our system 'my chart' on 10/10/2022 at 12:05 PM. I saw (R2) in my office on 10/6/2022 and given his history he needed an advanced level of care that was not being provided by the facility. (R2) had a change of condition and was lethargic, not his norm and I felt he needed to be sent out to be evaluated."</p> <p>On 10/26/2022 at 1:41 PM, V10 (Licensed Practical Nurse/LPN) stated, "I had called the doctor over the weekend and got an order for some labs that we should have gotten back maybe on Monday. The family was saying (R2) was acting weird and wanted him sent out immediately. I told (V5) that we should be getting the results back today and she showed me a printout message from a conversation and that said (R2) needed to be sent to the Emergency Room as soon as possible. It looked like a text message, and I was not sure who it was from. (V5) told me it was from (R2's) vascular doctor. It was not anything I had seen before. I know (R2) did not get up that morning and he usually gets up in the mornings and was somewhat lethargic. I do not work with him enough to say what was or was not normal. (V5) was saying that something was wrong with (R2), and she had called 911 and his labs from the doctor had not come back yet and the EMT came and then they took him away."</p> <p>On 10/25/2022 at 2:00 PM, V7 (LPN) stated, "(R2) had an old wound on his left foot when he first came into the building. It was healed but you could see where it use to be. His foot started swelling and (V5 R2's sister/POA) told us that his shoes were getting too small for (R2) and told me to look at his foot. When I looked at his foot, I saw that the old area was opening back up. That</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6006704	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 11/03/2022
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NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE

HELIA HEALTHCARE OF BELLEVILLE

40 NORTH 64TH STREET
BELLEVILLE, IL 62223

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S9999

Continued From page 12

is all I really remember about him."

On 10/26/2022 at 8:32 AM, V2 (Director of Nursing/DON), stated, "(R2) came from the hospital and before that he lived in an apartment. He was one of nine siblings. (V5) took it upon herself to make appointments with him. One day, she even took him to the hospital and was gone for over 8 hours with him. I was not in the building when (V5) had (R2) sent out and from Friday to Monday I was not aware of any decline or change of condition for (R2). We do not have any of the blood work because (V5) took him to the emergency room to get the blood work and told us he had blood work there at the hospital. I do not have a copy of the blood work because he was already out at the hospital because (V5) had him sent out. We did do the x-rays for (R2) on 10/7/2022 and there was no evidence of any fractures or osteomyelitis."

The Facility provided a list of Residents with Change of Condition, and the paper documents a change of condition for R2, the paper provided by the facility documents, "10/2/2022 (R2) noted to have area to left foot (V4 Wound Doctor) consulted. 10/3/2022 (V4) with diagnosis of arterial wound. 10/4/2022 Care Plan, (V5) states the resident has a history of vascular disease and has had previous wounds to left foot and has had a bypass done to left lower extremity to increase blood flow. 10/7/2022 (V5) took resident to hospital returned at approximately 4:30 PM. 10/10/2022 (V4) evaluated resident-weekly visit, 10/10/2022 (V5) returned to facility and took resident to hospital."

On 11/3/2022 at 11:21 AM, during a phone interview, V23 (Hospital Medical Doctor) stated, "(R2) was a very sick man when he came to the

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NAME OF PROVIDER OR SUPPLIER HELIA HEALTHCARE OF BELLEVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 40 NORTH 64TH STREET BELLEVILLE, IL 62223		
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S9999	<p>Continued From page 13</p> <p>hospital. He had a history of peripheral disease, and it was chronic and his toes had gangrene in them resulting in having an above the knee amputation. This is not something that would just happen in a day and is something that the facility should have been monitoring for and watching because of his past history. He was admitted to the Emergency Room on 10/10/2022 and he was having seizures and had a serious infection. If his family would not have been aggressive and not brought him to the hospital when they did, we could have had a much worse outcome. It was good they brought him to the emergency room when they did."</p> <p>R2's Emergency Department (ED) Notes dated 10/10/2022 document, "Musculoskeletal-tenderness to left distal mid feet. Skin hot to touch, dry chronic skin changes to left dorsal foot. Small ulcer to distal left foot along the medial aspect of the 1st MTP (metatarsophalangeal). Left foot is cooler when compared to the right foot." R2's ED records document at 2:26 PM, "patient febrile to 101.5 F (Fahrenheit), tachycardia and hypoxic. High suspicion for sepsis. Critical Care in the Emergency Department. Patient is a high risk for complications and morbidity or mortality. Patient is critically ill with viral organ impairment or failure. There is a high probability of imminent of life-threatening deterioration in patient condition."</p> <p>The Change in a Resident's Condition or Status Policy with a revision date of November 2016 documents, "A facility must immediately inform the resident; consult with the resident's physician; and notify; consistent with his or her authority, the resident presentative (s) when there is (e.g. changes in level of care, resident rights, etc.) A significant change in the resident</p>	S9999		

Illinois Department of Public Health

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S9999	Continued From page 14 physical/emotional/mental condition psychosocial status to either life threatening conditions or clinical complications." "A"	S9999		