

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 12/15/2022
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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 Annual Health Survey	S 000		
S9999	Final Observations Statement of Licensure Violations 1 of 2 300.1010h) 300.1210b) 300.1210d)2 Section 300.1010 Medical Care Policies 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. 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 resident to meet the total nursing and personal care needs of the resident.	S9999	<p style="text-align: center;">Attachment A Statement of Licensure Violations</p>	

ILLINOIS DEPARTMENT OF PUBLIC HEALTH LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X8) DATE
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S9999	<p>Continued From page 1</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>2) All treatments and procedures shall be administered as ordered by the physician.</p> <p>These Requirements were NOT MET as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to monitor for and notify the physician of changes in weight and edema for a resident with chronic kidney disease, and failed to transcribe and complete laboratory testing as ordered for one of one residents (R27) reviewed for edema on the sample list of 46. This failure resulted in R27 having a 13 pound weight gain in one month with increased lower extremity edema which caused pain and a decrease in mobility. This failure also resulted in R27's kidney function deteriorating from a stage 2 to a stage 3B kidney failure.</p> <p>Findings Include:</p> <p>On 12/12/22 at 2:27 PM, R27 was sitting up in the wheelchair with edema to bilateral lower extremities. R27 stated R27's legs are sore due to being more swollen than normal and that R27's socks are cutting into R27's legs.</p> <p>On 12/13/22 at 2:19 PM, edema continues to bilateral lower extremities.</p> <p>On 12/13/22 at 3:12 PM, V17 RN (Registered Nurse) stated R27 has had edema of lower extremities for a couple of years and takes lasix due to kidney failure. V17 checked R27's legs,</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>which were very taunt and shiny. R27 reported to V17 that R27's legs are more edematous than usual and V17 responded it could be due to R27's recent increased weight gain. At this time, V17 also stated R27 had just had laboratory tests completed and would make sure V23 Nephrologist had those results.</p> <p>R27's December 2022 Physician Orders document a diagnosis of Chronic Kidney Disease and localized edema with an order for 1500 ml (milliliter) per day fluid restriction and Lasix (Diuretic) 40 mg (milligrams) twice a day. There is also an order to send laboratory results to V23 however there are no active laboratory orders on the Physician Order Sheet.</p> <p>R27's Care Plan dated 7/6/22 documents R27 has Chronic Kidney Disease and uses diuretics and to monitor for weight gain, edema and monitor lab values.</p> <p>On 12/14/22 at 10:23 AM, R27's legs remain edematous and R27 again stated R27's legs are more sore than usual and that R27 has a hard time propelling R27's wheelchair with R27's feet anymore explaining, "I (R27) can do it but it hurts and takes me longer (to get to where I'm going)."</p> <p>R27's ongoing vitals document on 10/1/22, R27 weighed 223.0 pound. On 11/4/22 R27 weighed 238.4 (a 15.4 pound weight gain in one month), and 236 on 12/1/22.</p> <p>R27's Progress Notes from October - December 12, 2022 do not document any edema, or that the physician was notified of R27's weight gain.</p> <p>On 12/13/22 at 3:47 PM, V2 DON (Director of Nursing) with V8 Regional Nurse Consultant</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>present stated the facility holds monthly weight meetings. At this time, V8 stated R27 flagged for a significant weight gain and explained with any weight gain/loss, the physician should be contacted to see if they want a change in treatment. V8 stated the nurses should have done a comprehensive assessment on R27 for the weight changes, which would have caught the increase in edema, and then updated the primary physician, as well as V23 Nephrologist. V8, after checking R27's progress notes, confirmed there is no documentation of R27's lower extremity edema or weight gain and that the physician was not made aware of R27's change in condition.</p> <p>R27's Laboratory tests dated 12/12/22 document a BUN (Blood Urea Nitrogen) level of 24 milligrams per deciliter(mg/dl) (normal is 9-20), Creatine 1.65 mg/dl (normal is 0.66-1.25), Albumin 3 (grams/deciliter) (normal is 3.5 - 5.0), and EGRF (Estimated Glomerular Filtration Rate) 39 (30-59 indicates stage 3 kidney disease).</p> <p>On 12/14/22 at 11:12 AM, V2 DON with V12 Unit Coordinator present stated V2 is trying to find out where the order for the laboratory tests that were completed on 12/12/22 came from. V2 provided a faxed physician order from V23 that was time stamped on 12/8/22. This order documents labs were ordered on 5/12/22 and expected to be completed on 11/12/22. V2 stated the facility didn't receive those orders until 12/8/22 when it was faxed over, that is why the laboratory tests were ran on 12/12/22.</p> <p>On 12/14/22 at 11:13 AM, V24 (V23's nurse) stated R27 was last seen on 5/12/22 by V23 and received orders at that time for laboratory tests to be completed at 1 month (June 2022), 3 months (August 2022) and 6 months (November 2022).</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>V24 stated the 6 month test was to be due on 11/12/22 and it wasn't done, "actually none of the labs were completed", that is why V24 re-faxed over the orders. V24 stated R27 has a follow up appointment on 12/22/22 that V23 needs those results for. V24 stated the last time R27 was seen by V23, R27 "was in fluid overload. That is when (V23) put (R27) on the fluid restriction and (R27) was to continue the lasix 40 mg twice a day." V24 stated R27's visit Progress Notes and Orders were sent to the facility with R27 on 5/12/22. V24 stated their is no communication between the facility and V23 in R27's record but if R27 is having increased swelling and increased weight, V23 should have been notified. V23 would have increased R27's diuretics or added a second one like Torsemide, placed on daily weights and been doing increased laboratory tests to monitor R27's kidney function. V24 stated V24 still hasn't received the laboratory results from 12/12/22.</p> <p>On 12/14/22 at 2:25 PM, V2 DON with V1 Administrator present confirmed R27's May 2022 Progress Notes and Orders from R27's appointment with V23 are not in R27's medical record stating, "I'm {V2} not sure where the orders went and why they weren't processed except for we {facility} have so much agency. I {V2} don't know what happened or what they {agency staff} did with the paperwork upon (R27's) return on 5/12/22."</p> <p>On 12/15/22 at 9:15 AM, V24 (V23's nurse) reviewed laboratory results from 12/12/22 and stated R27's EGFR went from a 61 in May 2022 to 39 in December 2022 explaining "that shows that (R27) went from a Stage 2 to a Stage 3B kidney failure." V24 stated in April 2022 R27 was in the hospital with acute kidney failure due to his kidney's tanking but with hospitalization and</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>changes in treatment, R27's kidney function had improved, "that is why (V23) wanted labs at 1 month, 3 months and 6 months; to ensure (R27's) kidney function was stable." V24 stated had the labs been completed as ordered, V23 could have seen when R27's kidney function started to decline again and changed medications at that time. "Everyone is different but with his history of kidney failure, and age, I (V24) really don't see (R27's) kidney functioning being able to improved at this time. Some people can remain at a stage 3B for years while others require dialysis in a short amount of time due to the continued decline." V24 also stated, "because (R27) wasn't monitored like (R27) should have been, by not completing laboratory tests to ensure kidneys are/were stabilized and functioning as best they could, now (R27's) kidneys have gotten worse again."</p> <p>(B)</p> <p>2 of 2 Licensure Violations</p> <p>300.1210b) 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>	S9999		

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S9999	<p>Continued From page 6</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, interviews, and record review the facility failed to prevent a fall by failing to provide supervision, ensure a call light was within reach and failing to ensure a wheelchair cushion was not moveable for one (R59) of seven residents reviewed for falls on the sample list of 46. This failure resulted in R59 falling out of the wheelchair, hitting her head and sustaining a laceration which required emergency medical attention and 25 staples to close the laceration.</p> <p>1. R59's Emergency Room report dated 12/12/22 documents R59 presents with complaints of a ground level fall and likely hit her head on the bed frame. This report documents R59 had a large flap laceration to the left mid/frontal scalp region. This report documents the laceration to the head was closed with 25 staples.</p> <p>On 12/12/22 at 2:15 PM, R59 was lying in bed. The top of R59's head had a large U shaped laceration which was closed with staples.</p> <p>R59's Nurse's note dated 12/12/2022 at 10:24 AM documents at 7:15 AM that, "(R59) laying on</p>	S9999		
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S9999	<p>Continued From page 7</p> <p>floor on left side at the foot of roommate's bed. Writer noted a large laceration to left side of scalp. Resident was conscious and alert to self. (R59) stated she "fell down" but was unable to tell writer what she was doing or any other detail regarding the fall." This note documents R59 was sent to the emergency room.</p> <p>On 12/14/22 at 9:11 AM, V22 Certified Nurse's Assistant stated on 12/12/22 around breakfast she was pushing residents to the dining room. When she walked past R59's room she noticed she was lying on her back with her head between the footboard and the wall of R59's roommate's bed. V22 stated R59's was holding her head and was bleeding. V22 stated her wheelchair was at her feet. V22 stated her call light was not in reach. V22 stated R59 can not propel herself in the wheelchair like she could, but will try. V22 stated V22 is not sure who got her up in the chair but she should not be left in the room by herself because she needs supervised once she is up in her chair.</p> <p>On 12/14/22 at 11:15 AM, V12 Restorative Nurse stated R59 is at risk for falls due to having a couple falls in the past. V12 stated she investigated the 12/12/22 fall. V12 stated the cushion in R59's chair was not appropriate because it would slip and slide around when R59 was up in the chair. V12 stated R59 has poor posture combined with the cushion moving. V12 stated she feels the cushion contributed to R59's fall. V12 stated they replaced the cushion after her fall because it put her at greater risk for falling. V12 stated R59 had the cushion for awhile.</p> <p>R59's careplan with a revision date of 8/2/22 documents R59 is at risk for falls and includes an</p>	S9999		

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S9999	Continued From page 8 intervention to ensure call light is always within reach. (B)	S9999		