

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002026	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/04/2023
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NAME OF PROVIDER OR SUPPLIER COMMUNITY CARE NURSING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 4314 SOUTH WABASH AVENUE CHICAGO, IL 60653
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S 000	Initial Comments Complaint Investigation: 2386965/IL163487	S 000		
S9999	Final Observations Statement of Licensure Violations (1 of 1): 300.610a) 300.1210b) 300.1210d)3) 300.3120a) 300.3120h)1)A)B) 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. 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	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	Continued From page 1 resident to meet the total nursing and personal care needs of the resident. 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: 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. Section 300.3120 Mechanical Systems a) Mechanical systems shall be maintained to assure proper working order and safe operation. Instructions in the operational use of the systems and equipment shall be available at the facility. h) Heating, Ventilating, and Air Conditioning Systems 1) Areas of a nursing home used by residents of the nursing home shall be air conditioned and heated by means of operable air-conditioning and heating equipment. The areas subject to this air-conditioning and heating requirement include, without limitation, bedrooms or common areas such as sitting rooms, activity rooms, living rooms, community rooms, and dining rooms. (Section 3-202(8) of the Act) A) The mechanical system shall be capable of maintaining a temperature of at least 75 degrees Fahrenheit, pursuant to the requirements	S9999		

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S9999	<p>Continued From page 2 of Section 300.670(j).</p> <p>B) The air-conditioning system shall be capable of maintaining an ambient air temperature of between 75 degrees Fahrenheit and 80 degrees Fahrenheit, pursuant to the requirements of Section 300.670(j).</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to provide a safe and home like environment by not maintaining comfortable and safe temperature levels in the entire premises of the facility; failed to monitor residents for heat exhaustion, failed to provide adequate hydration during hazardous temperature; failed to assess and supervise one resident (R21) with a change in condition related to heat exhaustion.; failed to document daily air temperatures, failed to identify hazardous temperature in the facility, failed to follow the hot weather/heat emergencies policy, and failed to implement the evacuation plan policies due to inoperable air conditioner identified prior to 8/23/2023. These failures affected R21 who was sent to the hospital exhibiting heat related signs and symptoms and affected 132 residents residing in the facility.</p> <p>Findings include:</p> <p>The (8/23/23) census includes 132 residents.</p> <p>The (8/23/23) facility Air Temperature Log affirms the temperature was 86.2F with humidity 76.1F in resident's room, 86.0F with humidity 77.2F in another resident's room and 86.1F with humidity 78.2F at the (2nd floor) Nurse's station</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>documented 10:00am-10:20am. The last temperature documented (8/23/23) was at 10:40am - not hourly as warranted due to temperature above 80F.</p> <p>According to the National Oceanic and Atmospheric Administration, National Weather Service at https://www.weather.gov/wrh/climate?wfo=lot, the maximum temperature was 98F on 8/23/23 in the Chicago area.</p> <p>According to Weather Underground at: https://www.wunderground.com/history/daily/us/il/chicago/KMDW/date/2023-8-23, in Chicago on 8/23/23 times and temperatures were as follows:</p> <table border="0"> <tr><td>7:53 AM</td><td>80 °F</td></tr> <tr><td>8:53 AM</td><td>84 °F</td></tr> <tr><td>9:53 AM</td><td>88 °F</td></tr> <tr><td>10:53 AM</td><td>91 °F</td></tr> <tr><td>11:53 AM</td><td>94 °F</td></tr> <tr><td>12:53 PM</td><td>95 °F</td></tr> <tr><td>1:53 PM</td><td>97 °F</td></tr> <tr><td>2:53 PM</td><td>97 °F</td></tr> <tr><td>3:53 PM</td><td>97 °F</td></tr> <tr><td>4:53 PM</td><td>97 °F</td></tr> <tr><td>5:53 PM</td><td>96 °F</td></tr> <tr><td>6:53 PM</td><td>86 °F</td></tr> <tr><td>7:05 PM</td><td>92 °F</td></tr> <tr><td>7:53 PM</td><td>89 °F</td></tr> <tr><td>8:53 PM</td><td>90 °F</td></tr> <tr><td>9:53 PM</td><td>89 °F</td></tr> <tr><td>10:53 PM</td><td>89 °F</td></tr> <tr><td>11:53 PM</td><td>87 °F</td></tr> </table> <p>According to Time and Date at https://www.timeanddate.com/sun/usa/chicago?month=8, in Chicago, sunrise was 6:06 am and sunset was 7:38 pm.</p>	7:53 AM	80 °F	8:53 AM	84 °F	9:53 AM	88 °F	10:53 AM	91 °F	11:53 AM	94 °F	12:53 PM	95 °F	1:53 PM	97 °F	2:53 PM	97 °F	3:53 PM	97 °F	4:53 PM	97 °F	5:53 PM	96 °F	6:53 PM	86 °F	7:05 PM	92 °F	7:53 PM	89 °F	8:53 PM	90 °F	9:53 PM	89 °F	10:53 PM	89 °F	11:53 PM	87 °F	S9999		
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S9999	<p>Continued From page 4</p> <p>According to the National Oceanic and Atmospheric Administration, National Weather Service at: https://www.weather.gov/lot/2023_08_2324_Heat#:~:text=Chicago%20officially%20observed%20a%20high,was%20116%C2%B0F**. Chicago officially observed a high temperature of 98°F on the 23rd at O'Hare Airport, setting a record daily high temperature for this date. The peak heat index observed at O'Hare Airport on the 23rd was 116°F**.</p> <p>City of Chicago, Department of Buildings, effective date 8/23/2023, documents in part: Re: Commissioner Closure Order, Community Care Center, located at 4314 S. Wabash Avenue. Emergency Closure Order. Community Care Center, located at 4314 S. Wabash Avenue, Chicago, Illinois is a public nuisance that is dangerous, hazardous and endangers the public health due to the violations as stated in the attached Property Condition Report. It has therefore been determined that the building constitutes an imminent and actual danger to the tenants and occupants, and to the public at large. I hereby order that Community Care Center, located at 4314 S. Wabash Avenue, Chicago, Illinois, be immediately closed, and remain vacant, and that entry be denied except by licensed and bonded contractors engaged to examine, repair, and otherwise correct the aforementioned conditions, or otherwise by authorized City of Chicago personnel until further order.</p> <p>City of Chicago, Department of Buildings, Department of Buildings Property Condition Report, Building Code Violations That Constitute an Actual and Imminent Danger, Inspection Date 8/23/2023, Commissioner Closure: Community</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>Care Center, documents in part: Cooling system at this facility is inoperable, entire premises.</p> <p>On 8/23/23 at 6:15pm - Observed approximately 12 to 16 residents outside of the facility. They were sitting in wheelchairs lined up outside of the facility door. Most of the residents were sitting unshielded from the sunlight. No observation of water being offer or given to the residents outside.</p> <p>- observed a truck located on the side of the facility building pumping air into the facility through 2 blue tubes placed in open windows.</p> <p>On 8/23/23 at 6:30 pm, - observed the facility to be very hot inside and uncomfortable.</p> <p>- observed multiple fans/cooling units operating in the hallways and dining room area on the 1st floor.</p> <p>On 8/23/23 at 6:46 pm, the (2nd floor) temperature was uncomfortably hot and there was a notable urine odor. V8 (Social Service Director) stated the facility air conditioner has been out since Monday 8/21/23 (2 days prior).</p> <p>On 8/23/23 at approximately 7:00 pm, a total of 39 residents (R4, R5, R7, R8, R11, R19, R20, R25, R29, R32, R33, R38, R42, R43, R45, R54, R56, R62, R63, R65, R66, R74, R75, R82, R84, R85, R86, R88, R92, R94, R96, R99, R106, R107, R116, R120, R121, R127, R133) were observed inside and/or outside the facility therefore not evacuated from the facility (roughly 9 hours after hazardous temperature was</p>	S9999		

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S9999	<p>Continued From page 6 identified).</p> <p>On 8/23/23 at 7:15 pm, 1st floor staff were noted to be sweating and their clothes visibly wet.</p> <p>R21's Admission Record documents, in part, that R21's diagnoses include Diabetes, depression, neuropathy, dementia, Alzheimer's, glaucoma, and hypertensive heart disease. R21's admission date to the facility is documented as 3/26/23.</p> <p>R21's Minimum Data Set (MDS), dated 6/30/23, documents, in part, a Brief Interview for Mental Status (BIMS) score of 10 which indicates that R21 is moderately impaired.</p> <p>R21's (6/30/23) functional assessment affirms (1 person) physical assist is required for bed mobility, transfers, locomotion, personal hygiene, and toilet use.</p> <p>On 8/23/23 at 7:30 pm, surveyor observed R21 sitting in a wheelchair leaning over throwing up (3 times) in the (1st floor) dining room. R21 stated "I need to lay down." V11 (LPN/Licensed Practical Nurse) pushed R21 via wheelchair into V2's (Director of Nursing) office where there was a window unit air conditioner. R21 stated, "I'm not feeling well, it's too hot. I need to lie down, I feel weak." V11 took R21's blood pressure which read 100/62. V11 attempted to obtain R21's pulse oximeter reading a total of three times, however, was unsuccessful. No other vital signs were taken for R21 before leaving the building with the CFD (Chicago Fire Department).</p> <p>On 8/23/23 at 7:40 pm, R21 was transferred from the wheelchair to bed. V12 (CNA/Certified Nursing Assistant) attempted to obtain R21's pulse oximetry and was unsuccessful.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>On 8/23/23 at 7:43 pm, V11 (LPN) affirmed the physician was contacted and orders were received to send R21 to the hospital. V11 instructed V13 (CNA) to stay in the room with R21.</p> <p>On 8/23/23 at 7:50 pm, R21 stated, "I felt like I was going to pass out, I've been hot all day." V10 (LPN) obtained R21's temperature which was 96.2 (axillary) at this time then left the room. V13 (CNA) also left the room leaving R21 unattended. Surveyor observed R21 from 7:50 pm to 8:31 pm (41 minutes) however, staff did not reassess and/or check on the resident. R21 was left in room unattended to.</p> <p>On 8/23/23 from 7:30 to 8:31 surveyor observed R21 not offered or given any kind of hydration from staff.</p> <p>On 8/23/23 at 8:31 pm, the Fire Department arrived to transport R21 to the hospital who was appearing weak and slow to respond to questions.</p> <p>On 8/31/23 at 3:30 pm V21(Primary doctor) stated he (V21) is very familiar with R21. V21 stated the nurse (V11) called and said that R21 was vomiting. V21 stated, I (V21) thought R21 could be septic because he has a wound, so I told the nurse to send R21 to the hospital. V21 stated the nurse (V11) did not tell him that the building was without AC (Air Conditioner). I was not aware of the extreme temperature in the building, that day (8/23/23) was very hot outside, so I can imagine how hot it was inside of the building where the residents were. V21 stated, "If I had known the building did not have AC, I would have given an order to call 911 asap (as soon as</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>possible) because in hazardous temperatures the residents can die. Some years ago, in Chicago there was an extreme heat advisory and there were 300 people who died in the city of Chicago because of extreme heat. I pronounced 20 of them, so I do not take lightly extreme heat situations. If I knew there was no AC, I would have told V11 to get him out of there now." Surveyor inquired if the signs and symptom R21 was exhibiting could have been due to the extreme temperature in the building. V21 stated, "I could say yes, his condition was due to the extreme heat that could cause heat exhaustion. The signs that could have been related to the extreme heat is hypotension, mental status change then death. The facility cannot have an AC not working in a heat advisory situation. Residents who have comorbidities and even staff who is working there with normal conditions are at risk with extreme heat advisories. R21's condition was due to the physical environment that caused him to be like he was with the weakness and vomiting. I did not have the information about the AC. If I had that information, I would have given an order to call 911 and get him (R21) out of there (facility). This situation with R21 was preventable. I feel bad for the residents. This is the facility's responsibility to make sure the residents are taken care of 100%. The residents should have been kept safe and this was not a safe environment for the residents."</p> <p>On 8/23/23 at 7:00pm, V16 (Maintenance Director) affirmed the portable air chillers came today around 3:00pm - after the evacuation was initiated.</p> <p>On 8/23/23 at 7:00pm, R19 stated the air is not working in my room.</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>On 8/23/23 at 7:02pm, V5 (PRSA/Psychiatric Rehabilitation Service Aide) stated cooling buses got here this morning around 10am and left at 5:30pm when we began evacuating the residents, however residents remained at the facility with hazardous temperature till after midnight (6+ hours longer).</p> <p>On 8/23/23 at 7:07pm, R79 stated it has been hot for about a month now, they (staff) provided fans. R79's (6/6/23) BIMS (Brief Interview Mental Status) determined a score of 12 (moderate impairment).</p> <p>On 8/23/23 at 7:22pm, R92 reported feeling hot. R92 affirmed she was in her room and (approximately 1 hour ago) staff brought her to the 1st floor dining room. R92's (7/25/23) BIMS determined a score of 15 (cognitively intact).</p> <p>On 8/23/23 at 7:27pm, R75 stated I feel terrible, I feel hot, I have not had anything to drink. Staff offered me something to drink but I refused to keep from having to use the bathroom. R75's (8/17/23) BIMS determined a score of 10 (moderate impairment).</p> <p>On 8/23/23 at 7:30pm, R45 stated yesterday and today it got really hot. The AC (Air Conditioner) in my room didn't work this morning, staff tried to turn it on, but it didn't work. R45's (7/21/23) BIMS determined a score of 12.</p> <p>On 8/23/23 at 9:38pm, V9 (Regional Director of Operations) stated we (facility) were able to maintain comfortable temperature levels in the building until this morning. The City of Chicago Building Department called around 12:30pm, the temperature levels were not comfortable, but the</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>portable chillers were in route. We (facility) were told to evacuate the residents. At this time one resident (referring to R21) has been sent to the hospital.</p> <p>On 8/30/23 at 11:00 am V2 DON (Director of Nursing) stated that the building was warm, and I instructed my staff to keep checking on the residents and hydrating them. We (facility) did have a cooling bus for the residents till around 6:00 pm. The building inspector said the facility had to evacuate due to high temperatures in the building. The facility started to evacuate the building around 12:00 pm. V2 DON stated that a resident with change in condition should have vital signs taken every 15 to 30 minutes until they get out of the building. V2 stated a resident with a blood pressure of 100/62 should have their vital signs taken every 15-30 minutes. Surveyor inquired about the frequency of R21's vital signs and V2 stated the nurse should have taken more vital signs. V2 stated that every nurse and CNA in the building is equipped to take vital signs. V2 stated that staff should not leave a resident unattended if the resident is unstable. Surveyor asked the DON, if a resident says they're hot, feeling weak and feel like they're going to pass out are they considered unstable? V2 stated yes, they are unstable and should have staff at bedside.</p> <p>On 8/31/23 at 10:39am, surveyor inquired about the facility AC. V16 (Maintenance Director) stated two compressors went down (not working) a week prior to 8/23/23. We've (facility) been using 17 temporary portable air conditioning units. V16 affirmed on 8/23/23 around 7:30 am it was beginning to get hot in the facility, and around 9:30 am the temperature became uncomfortable. V16 stated, residents started to complain about</p>	S9999		

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NAME OF PROVIDER OR SUPPLIER COMMUNITY CARE NURSING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 4314 SOUTH WABASH AVENUE CHICAGO, IL 60653
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S9999	<p>Continued From page 11</p> <p>the facility temperature around 10:30am. During an emergency weather plan, we (facility) make sure residents are hydrated and cool. We put them in one area that we know is cooler. V16 stated, my (V16) role in the emergency weather plan is to make sure the dining room is cool until everything is fixed. I (V16) put all the fans in the dining area. [note: documenting hourly hazardous temperature was excluded]. V16 stated, the facility had temporary fixes in place, but the main air conditioning unit would not be able to be fixed without new compressors. The city (Building Department, Fire Department, Police) was at the facility (8/23/23) because someone called 311. By the time the portable AC unit got to the facility it was too late, the evacuation had started. V16 said temperatures are not taken daily. When temperatures get above 80 degrees outside, then we (facility) start taking temperatures every two to three hours in random rooms and in all hallways. V16 stated, the air conditioning company came out to check the air conditioning unit, V16 thinks on the 17th, and found the compressors were down. We (facility) called the air conditioning company because we (facility) thought the unit was low on freon because of the way it was blowing the air out. V16 affirmed the air was not as cold as it should have been.</p> <p>On 8/31/23 at 11:02 am, surveyor inquired if staff received in-services for facility evacuation plan. V17 (Corporate Administrator) stated, I want to believe they were trained on an annual basis. However, the requested evacuation in-service training (prior to 8/23/23) was not received. Surveyor inquired if facility staff were aware of the (8/23/23) impending heat advisory, V17 responded I think the Administrator and the Maintenance were aware. Surveyor inquired if</p>	S9999		

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S9999	<p>Continued From page 12</p> <p>the facility AC malfunctioned prior to 8/23/23, V17 replied I want to believe that they had a problem with the air condition prior to that day which they had temporary measures (portable coolers on all the floors that blow cold air, fans, taking temperature of the building to ascertain if there's any need to evacuate) in place but because of the weather that day (referring to 8/23/23) it made the measure in place not working. Surveyor inquired about staff identification of hazardous temperature in the facility. V17 responded the maintenance person takes temperature, the policy talks about certain thresholds and when they need to notify the administrator. The administrator will decide based on the emergency plan to either partially or fully evacuate. Surveyor inquired about the requirements for evacuation from the facility due to hazardous temperature. V17 replied we have the emergency evacuation plan that entails each emergency. It's a step-by-step policy, that's the process that we took that day (referring to 8/23/23). The whole thing is included in the evacuation plan. We take the census, arrange for transfer, arrange for medication transfer, and arrange for medical records in a confidential manner those are the essential things and identify evacuation locations as well. Surveyor inquired what the facility should have done once the hazardous temperature was identified (8/23/23), V17 stated the administrator should activate incident command. You have to identify incident command. Someone should be in charge of command and distribute assignment on what needs to be done and that person oversees the entire process. Surveyor inquired when facility temperatures should be documented V17 responded daily before the threshold, it should be every hour after that (beyond the threshold). Surveyor inquired what time the hazardous temperature was identified in the</p>	S9999		

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S9999	<p>Continued From page 13</p> <p>facility on 8/23/23, V17 replied I want to believe around 12:00pm because that's when I was notified (hazardous temperature was documented by facility at 9:35am). Surveyor inquired when the Buildings Department and/or Fire Department arrived at the facility, V17 stated I want to believe around 12:00. Surveyor inquired what time residents began evacuating from the facility V17 responded I want to believe it was 1:00pm [roughly 3.5 hours after hazardous temperature was documented]. Surveyor inquired when the last resident was transferred from the building V17 replied I want to believe it was after 12 midnight. Surveyor inquired why residents were not evacuated immediately after (8/23/23) hazardous temperature was identified V17 stated I want to believe they were evacuated immediately. The city evacuation it's not something you can do immediate because we have to find transportation for the people.</p> <p>On 8/31/23 at 12:11pm, surveyor inquired about the (8/23/23) facility temperature. V6 (Licensed Practical Nurse) stated it was humid and warm in the morning and got hotter as the day went on. Around 3pm, V2 (Director of Nursing) said to make sure residents are hydrated. Surveyor inquired about the (8/23/23) facility evacuation. V6 responded, around 4pm, V2 announced that there was a heat emergency, and the facility is evacuating [6 hours after hazardous temperature was documented]. V6 stated, the evacuation process was controlled chaos, there were no plans made to evacuate before we (staff) did it. The only orders beforehand where to hydrate the residents. V6 affirmed at 11:20pm, there were nine residents still in the facility.</p> <p>On 9/1/23 at 4:10pm, R86 stated, "We (residents) are in another building because they (facility)</p>	S9999		

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S9999	<p>Continued From page 14</p> <p>didn't fix the air conditioner. They (facility) wouldn't get the compressors fixed on the unit. They were acting like nothing happened. I bought me a fan before it got really hot. Even with the fan I was hot. It was sweltering in the building. I was sweating, it was uncomfortable. It was 96F in my room. My AC (air conditioner) was not working in my room. The staff was drenched in sweat. It was hot two days before".</p> <p>On 9/5/23 at 12:34 pm, surveyor inquired who reported the (8/23/23) facility safety concerns (re: hazardous temperature). V20 (Chicago Building Department Deputy Commissioner) stated it probably came in with 311 (non-emergency 911 equivalent) which would be called if there's a violation. Surveyor inquired about the (8/23/23) facility temperature. V20 responded, I did temperatures in all the common areas and patient rooms, readings were 85-91F between 12:30pm and 1:30pm. At that point, we (Fire/Buildings Departments) had made the decision that the building needed to be closed due to patient safety. We waited outside the building until all the residents were gone which was about 1am [roughly 15.5 hours after hazardous temperature was documented]. Surveyor inquired who initiated the facility evacuation. V20 replied this was a joint closure from the Department of Buildings and Chicago Fire Department. V20 stated, "When we (Buildings/Fire Departments) told them (staff) the building needed to be closed it seemed like there was no organized plan to evacuate people in emergency and nobody knew what to do. It was kind of chaotic in there (facility), there were people everywhere just milling around. There were 2 people transferred to the hospital that day (8/23/23), one resident (referring to R21) was throwing up they had been in the building in the heat for a long time. They</p>	S9999		

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S9999	<p>Continued From page 15</p> <p>also had a resident return to the facility (referring to R50) who appeared to be in distress, disoriented and didn't know what was going on so we (Buildings/Fire Department) called transport to come pick him (R50) up. We (Buildings/Fire Department) had 1 CTA (Chicago Transit Authority) bus at the facility which is the city's protocol they had about 20 residents on there but about 4:30pm they (staff) said they (facility) would be done with evacuation at 6pm so we let that bus go. If they (staff) would have said they (residents) were going to be here till 1am, I (V20) would have had them (CTA) stay. We (Buildings/Fire Department) were told at 4:30 pm, everybody would be out of the building by 6 pm but that didn't happen, it (evacuation) kind of stopped until 10 pm and picked back up. I asked V18 (Attorney), do you guys have a plan for emergencies to get people out of the building and he (V18) didn't really answer that". Surveyor inquired if V1 (Administrator) was managing the evacuation, V20 stated V1 didn't seem to be, she (V1) left at some point and came back later in the evening. "I don't know why she (V1) left but V9 (RDO) kind of took control. We had a similar instance (re: hazardous temperature) in another nursing home the same day (8/23/23) and the response was much different. The owner's Chief Operating Officer (from other facility) was on site the whole time and they (other facility) chartered several buses. They (other facility) got right to work on getting a temporary chiller set up and being very proactive and I didn't see that from this (facility) ownership group. They (staff) tried to say that they had temporary cooling at the facility but basically, they just had fans not air conditioning. There was no air conditioning functioning in this building. This is the type of building that every room needs cooled because of the population. There was some confusion early</p>	S9999		

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S9999	<p>Continued From page 16</p> <p>on because it was a closure due to the building was dangerous. It was their (facility) responsibility to get them (residents) out of there (facility) and get them situated and we (Buildings/Fire Department) clearly related that to them (staff). What I look for mainly is cooperation, look we have a problem here (facility) that you (staff) need to solve, and time is of the essence but here I would think that they (facility) had contacts at other locations to get this done quickly I'm not sure if they did. My (V20) main expectation is to be responsive and take affirmative steps due to lack of air conditioning but here (facility) it was like nobody really knew what to do, it didn't seem like they (staff) were getting direction from above (Administration)".</p> <p>On 9/5/23 via email sent at 1:07pm, V17 (Corporate Administrator) wrote V16 (Maintenance Director) stated V16 did not take the temps during the evacuation due to the emergency.</p> <p>On 9/5/23 at 4:20pm, V2 (Director of Nursing) stated CHUG (Collaborative Healthcare Urgency Group) sent a CTA (Chicago Transit Authority) cooling bus and it was at the facility from approximately 11am until approximately 6pm. V16 (Maintenance Director) took temperatures in the building. The previous days before 8/23/23 it was warm but comfortable because we had the portable units. V16 stated, I was told the compressors went out on the air conditioning unit, but I don't know when.</p> <p>On 9/7/23 at 1:22 pm, surveyor inquired what the facility implemented when the AC broke, V16 stated we had the (Brand Name) portable cooling system. They were located throughout the</p>	S9999		

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S9999	<p>Continued From page 17</p> <p>building in the dining areas and hallways on each floor. We (facility) went and bought about 8 or 9 window AC units and threw them in the windows, we didn't have it (AC) in every room. By the time we (Facility) got preparation the heat took over. Surveyor inquired if hourly temperatures were taken (8/23/23) after hazardous temperature was identified V16 responded, no ma am we had people running around like crazy and was trying to evacuate the building.</p> <p>An invoice was provided by the facility which includes eight (8) porta coolers, the attached (8/4/23) receipt affirms 8 (Brand Name) portable evaporative coolers were ordered at that time. In addition, the (8/4/23) receipt provided by facility includes 2 window AC's therefore the facility AC likely broke nineteen (19) days prior to the evacuation.</p> <p>On 9/11/23 at 2:12pm, V1 (Administrator) affirmed she was aware of the (8/23/23) heat advisory from the local news report and was aware that the facility AC was broke however they (facility) started evacuating residents after the building department arrived (8/23/23).</p> <p>On 9/11/23 at 2:22pm, V17 (Corporate Administrator) provided the resident's (8/23/23) evacuation location log (via email) and affirmed "the log does not have the time the individual residents left the facility on the evacuation date."</p> <p>Facility Policy dated 4/2020 and titled "Change in Condition," documents, in part, "Guideline: To keep the physician or extender, who is in charge of medical care, responsible party, responsible for health care decisions, informed of the resident's medical condition so they may direct the plan of</p>	S9999		

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S9999	Continued From page 18 care as needed. Standard: A need to alter treatment." Facility job description undated and titled "Registered Nurse," documents, in part, General Job Description: The primary purpose of the job is to provide licensed nursing care to residents on assigned unit in accordance with current federal, state, and local standards, guidelines and regulations. Duties and Responsibilities: Monitor the care delegated to the Certified Nursing Assistant. Document resident status, clinical care, and interactions in the medical record. Provide updates regarding resident's status to the health care providers. Facility job description undated and titled "Licensed Practical Nurse," documents, in part, General Job Description: The primary purpose of the job is to provide licensed nursing care to residents on assigned unit in accordance with current federal, state, and local standards, guidelines and regulations. Duties and Responsibilities: Monitor the care delegated to the Certified Nursing Assistant. Document resident status, clinical care, and interactions in the medical record. Provide updates regarding resident's status to the health care providers. Facility job description undated and titled "Certified Nursing Assistant/Guest Experience Coordinator," documents, in part, General Job Description: The purpose of the job is to provide ADL (Activity of Daily Living), Restorative and other care to residents of the facility within the scope of practice ...Duties and Responsibilities: Report all changes in the resident's condition to the nurse as soon as practical. Report all accidents and incidents you observe on the shift that they occur. Perform Vital Signs, weights and	S9999		

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S9999	<p>Continued From page 19</p> <p>other task as assigned."</p> <p>Facility policy Hot Weather/Heat Emergencies Policy and Procedures, 11/1/2022, documents in part: Administrator will be aware of the weather forecast of extreme temperatures and comfort levels inside the facility. Maintenance Director will monitor the facility's air conditioning to ensure that all are in good working order. The Maintenance Director will monitor temperatures to ensure that air temperatures in the facility maintain comfortable temperature range of 71-80 degrees Fahrenheit. If temperatures increase, readings will be taken every hour. Maintenance will check all AC units to assure they are operating properly.</p> <p>On 9/5/23 via email sent at 12:54pm, V17 (Corporate Administrator) wrote we (facility) do not have a policy for homelike environment.</p> <p>The (2/25/23) Evacuation - Partial, Internal, and Temporary Plan Policy states the purpose of this plan is to provide a course of action and clear guidelines for personnel, patients, and visitors to follow in the event of the need to evacuate. Complete evacuation - entire evacuation of the facility/building due to the incident being an unsafe environment. Activate Incident Management System. Develop incident action plan/establish operational period. All personnel are authorized to take immediate action to rescue/evacuate in response to the incident for life safety situations. If an evacuation is suggested by local Authorities, the facility will collaborate with officials and assist in the coordination of the evacuation to the degree as safely as possible. The Collaborative Healthcare Urgency Group may be utilized as an asset to assist in the evacuation of the residents in</p>	S9999		

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S9999	<p>Continued From page 20</p> <p>coordination with local authorities.</p> <p>The (5/1/23) Evacuation, Transportation and Relocation Plan policy states each facility shall establish and implement policies and procedures in a written plan to provide for the health, safety, welfare, and comfort of all residents when the heat index/apparent temperature (see Section 300. Table D) as established by the National Oceanic and Atmospheric Administration, inside the facility exceeds 80 degrees F. (Facility) shall have policies and procedures which address the needs of evacuees. (Facility) shall ensure that policies and procedures shall also address staff responsibilities during evacuations. (Facility) shall consider the patient population needs as well as their care and treatment. (A)</p>	S9999		