

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008213	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 10/06/2023
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NAME OF PROVIDER OR SUPPLIER
SANDWICH REHAB & HCC

STREET ADDRESS, CITY, STATE, ZIP CODE
**902 EAST ARNOLD STREET
SANDWICH, IL 60548**

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S 000	Initial Comments	S 000		
	Complaint Investigation 2318292/ IL165143			
S9999	Final Observations	S9999		
	Statement of Licensure Violations: 300.610a) 300.1210a) 300.1210b) 300.1210d)3) 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 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			
			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>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. (Section 3-202.2a of the Act)</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>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>These requirements are not met as evidenced by:</p> <p>A. Based on observation, interview, and record review the facility failed to provide a deaf resident with a mode of meaningful communication for 1</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>of 6 residents (R1) reviewed for quality of life in the sample of 6. This failure resulted in R1 being unable to communicate with his friends in the deaf community, as well as his Care Services Coordinator. R1 was unable to receive counseling services for several months and showed signs of depression and isolation.</p> <p>B. Based on observation, interview, and record review the facility failed to provide medically necessary social services to a deaf resident with a history of schizoaffective disorder for 1 of 6 residents (R1) reviewed for medically necessary social services in the sample of 6. This failure resulted in R1 becoming depressed, lonely, and isolated.</p> <p>The findings include:</p> <p>On 10/5/23 at 9:30 AM, R1 was lying in bed, with his head covered. R1's blinds were closed and the room was dark. R1 remained in his dark room until the noon meal. At 12:30 PM, the surveyor, V8 (R1's POA), and V9 (Ombudsman) entered R1's room. R1 was pulling at a thick mattress that was resting against his bed. R1's TV was connected to a small box, with wires extending to the ceiling. The wires extended to the ceiling and across the room, into the wall. R1's electronic device, under the TV, would flash lights. V8 said, "It looks like the video calling system is ringing, but he can't answer it. It's V19 (R1's Care Service Coordinator) calling." V8 signed to R1 and asked if he knew how to answer the phone. R1 sighed loudly and signed back to V8, "YES. I know how to answer it, but the video is not working. It hasn't been working since 6/25/23. I keep telling them it doesn't work. They don't do anything about it." V8 stated, "He has no way to communicate with anyone outside of the building without this video</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>calling system. I've called and asked numerous times. I ask every time I'm here and I get "I don't know?, You need a hotspot, or it needs to be hard wired." The problem is no one communicates with us. He (R1) is supposed to have video calls with [V19 - Care Services Coordinator/Counselor] weekly. He can use the video communication device to sign with [V19] or anyone else. It provides a meaningful way for him to communicate. R1 is culturally deaf. He has been deaf all his life and he was ingrained in the deaf community, prior to coming to this facility. He is getting depressed. I can see a decline in his mental functioning, ability to sign, and his mood. He seems depressed to me and I understand why. The only time he gets to use his primary language, American Sign Language (ASL), is when I visit. I try to make it weekly, but he doesn't have any way to communicate in ASL otherwise. This video system would provide that, much needed interaction, for him. It's just sad to see. He had a great connection with [V19], but he hasn't been able to communicate with her in months. She is deaf and a Social Worker, so she understands him in a ways that others can't. I've asked multiple times why the facility doesn't have any interpreter options for him and they don't have an answer for that either. The lack of communication here is beyond frustrating!"V3 (Director of Nursing - DON) entered R1's room. R1 pointed at the wires and signed, "Why is this still not working?" V3 replied, "I don't know. I haven't been involved in this issue. The higher ups have been handling it. V8 (R1's POA) stated, "This is for his mental health. It should be important." R1 signed that it had not been working since 6/25/23. At 1:01 PM, a Care Plan Meeting was held with R1, V8 (R1's POA), V9 (Ombudsman), V2 (Administrator in training), V3 (DON), and V18 (Social Services Director). V19</p>	S9999		

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S9999	Continued From page 4 was patched in on a conference call with an interpreter. V19 introduced herself and said that she had been in contact with R1 for over 25 years. V19 said she enjoyed her interactions with R1. V19 said R1's ability to use his video communication device is imperative to his mental and physical health care needs. V19 said she had not been able to communicate with R1 for months and had made multiple attempts to reach him. V19 said she provided services to R1 on a weekly basis, until his video communication device stopped working. V19 said she had notified the facility that she could not get in contact with R1 and relayed the importance of being able to communicate with R1. V19 said the video communication device was imperative for R1's mental health and social networking. V8 sat across the room from R1 to interpret R1's sign language and provide interpretation to R1. R1 said he was happy to have a care plan and discuss his concerns. R1 said he'd only had one other care plan. V8 said R1 had been in the facility over a year and this meeting was only his second one. R1 said the communication at the facility was awful. R1 said some of the CNAs do use the whiteboards to communicate simple things with him and a few are trying to learn sign language. R1 said he had not been able to use his video communication device since 6/25/23. R1 said he used to talk with V19 (Care Services Coordinator/Counselor) weekly, but had not been able to communicate with her in months. R1 looked down at the floor and his eyes teared up. R1 said he keeps telling the staff that the video communication is not working, but nothing ever gets done. R1 said the communication sucks at the facility. V8 said she had spoken with V1 (Acting Administrator), V3 (DON), V17 (Previous Activities Director) and V20 (Maintenance Director) and still it doesn't work and R1 can't	S9999			

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S9999	<p>Continued From page 5</p> <p>communicate with the outside world. V8 (R1's POA) explained that the video communication device provided R1 with weekly counseling, care service coordination, and access to his friends in the deaf community. V3 (DON) stated, "I wish I knew how much this did for R1 sooner." V8 replied, "I've been telling everyone." V8 continued to discuss R1's care and the recent falls. V3 (DON) and V8 (R1's POA) discussed R1's increased weakness. V8 said R1 is basically wheelchair dependent now and the facility is using a mechanical lift to transfer him. V19 replied, "Oh my, that's a HUGE change for him. I didn't know that. This is why the communication with me is so important. The physical changes also effect his mental wellbeing." V3 stated, "[V2 (Administrator in training)] and myself were not kept in the loop on this. [V1 - Acting Administrator] and [V20 - Maintenance Director] were involved. Clearly the communication is not working." V3 (DON) said IT (Information Technology) would be notified and someone would need to make the trip from Peoria to figure out what the problem is.</p> <p>At 3:45 PM, R1 was sleeping in his dark room.</p> <p>R1's Face Sheet dated 10/5/23 showed diagnoses to include, but no limited to: diabetes, epilepsy, heart failure, schizoaffective disorder, chronic respiratory failure, dysphagia, anemia, hypothyroidism, unspecified hearing loss, hypertension, and morbid obesity.</p> <p>R1's facility assessment dated 7/7/23 showed he had moderate cognitive impairment and was deaf, non-speaking.</p> <p>R1's Progress Notes were reviewed. There was no documentation of the facility's attempts to get</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>the video communication device working, nor was there any mention of V19 calling the facility.</p> <p>R1's Care Plan initiated 7/24/23 showed, "Ineffective Individual Coping with new situation. Resident wrote that he is struggling with lack of independence... Resident requires use of Psychotropic Medications to manage mood and/or behavior issues. Candidate for Gradual Dose Reduction. Needs monitored for Drug Related Complications... Perform Behavior Management Program and behavior tracking. Monitor behaviors and document on behavior flowsheet... Refer to psychiatrist or neuropsychologist for effective and safe behavior and med management..."</p> <p>R1's Communication Care Plan initiated 7/24/23 showed, "Impaired Communication - Expressive: Resident is deaf and mute. Currently relies on pen and paper to communicate. Some staff understand some sign language, very limited... Interventions: ...Communication devices/techniques: Flash cards, communication board, dry erase board, pad/pencil. Use questions that require yes/no answers or one or two word response. Validate response through repeating answers."</p> <p>R1's Care Plan revised 10/4/23 showed, "Potential for altered activity pursuit pattern/social isolation as r/t (related to) impaired communication. Resident specific information, resident is deaf/mute. Uses whiteboard to communicate..."</p> <p>R1's Care Plan did not contain any documentation of the video communication device for his communication or mental health needs.</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>R1's EMR did not contain any visits with Behavioral Health Services while he was at the facility.</p> <p>On 10/5/23 at 2:25 PM, V8 stated, "He can't contact anyone. He's getting depressed. He's lonely. He gets mad at me because nothing happens after the meetings. There is poor follow-through and communication here. There are a few CNAs that are trying to learn ASL and make the effort to use the white board. But he isn't having any meaningful, deep conversations. He should be allowed to discuss concerns that he doesn't want his sister (me) to know. He doesn't have that luxury because they rely on me for his communication needs. He went from a deaf community that he was very involved with to this facility and he has no meaningful way to communicate. I'd like him to have an interpreter for care plans and important conversations, so I can just be his sister. The facility has never provided an interpreter for R1. When he goes to the hospital there is an interpreter. They tell me they can't do it."</p> <p>On 10/5/23 at 2:55 PM, V3 (DON) said she wished V8 would have explained the importance of R1's video communication device. V3 said it's important for R1 to have counseling and communicate with the deaf community.</p> <p>On 10/6/23 at 10:40 AM, V3 (DON) said R1 had not been provided Behavioral Health Services by the facility. V3 said R1 should have been followed by Behavioral Health Services due to his diagnoses of Bipolar Disorder and Schizophrenia. V3 said it is important to properly manage his medications and to ensure that his mental health is not declining. V3 said the facility did not have a</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>policy regarding Behavioral Health Services.</p> <p>On 10/6/23 at 11:03 AM, V16 (corporate MDS) said her interactions with R1 were usually brief. V16 said they would communicate using the white board. V16 said 2-3 weeks ago R1 was complaining about this TV not working. V16 said she referred him to the "higher ups." V16 said she asked about his TV and heard different things, like: "Report it to Maintenance; He needs to get his own hotspot;" or something else. V16 stated, "I really don't understand. It hasn't been working for a while. I reported it to V1 [Acting Administrator]. I told [V20 - Maintenance Director]. We spoke about it in morning meetings." V16 said R1 was the first hearing impaired resident she had seen at the facility. V16 said, "I questioned the appropriateness of his admission here. Writing on the white board does nothing for R1 socially."</p> <p>On 10/6/23 at 11:47 AM, V15 (CNA) said she was familiar with R1. V15 said she mostly used the white board to determine R1's immediate needs. V15 said she is trying to learn some sign language. V15 said it is difficult to have any deep conversations with a white board. V15 said R1 stays in his room most of the day and sleeps. V15 said he will come out for meals and sometimes he will read the paper in the morning. V15 said R1 came out of his room more, when he first came to the facility. V15 said R1 had a video phone that hooked up to his TV and she saw him using it all the time, but it hadn't been working for several months.</p> <p>On 10/6/23 at 12:33 PM, V20 (Maintenance Director) said R1's video communication device is "out of my scope and ability. I forwarded the issue to corporate and haven't heard anything back."</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>V20 said R1's video communication device had not been working for months. V20 said R1's device stopped working when the facility rewired for the EMR (Electronic Medical Record) installation. V20 said, "It shouldn't be that way. I looked at it and all the wires appear to be connected correctly. [V17 - Previous Activity Director] was trying to figure it out as well."</p> <p>On 10/6/23 at 12:38 PM, V17 (Previous Activity Director) said he started working at the facility when R1 was admitted in 2022. V17 said R1 was "more lively," when he came to the facility. V17 said he was able to get in the car from the wheelchair and his sister was able to take him out for meals or social events. V17 said after R1's therapy ended, he would come out for some movies, but started spending more time in his room. V17 said R1 used his video communication device frequently to communicate with his social network before it stopped working. V17 said no one in the building knew ASL, but V8 (R1's POA) had provided a book and he was trying to learn. V17 stated, "I'm sure [R1] felt very isolated, not being able to socialize with anyone." V17 said R1's video issues started when the building was re-wired, toward the end of June 2023. V17 said V8 (R1's POA) spoke with him regularly and reported that the device still wasn't working and no one was communicating with her. V17 said V8 was very frustrated because R1 had no way to contact anyone. V17 said he notified V1 (Acting Administrator) about V8's concerns. V17 stated, "They (R1 and V8) never really got a real resolution. He spent more time in his room. He only came out for meals. At first he would pay attention to the time and come out for the meals, then he just quite coming out. The CNAs would have to go get him." V17 said he used the white board to communicate with R1, but it was hard to</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>complete a Mood Assessment. And I understand that not having social interactions would be very isolating. I'd spend more time in my room too. [V8] said her being utilized as [R1's] interpreter all the time was a dis-service to him and it was supposed to be the responsibility of the facility to ensure he could communicate effectively."</p> <p>On 10/6/23 at 12:59 PM, V1 (Acting Administrator) said she was notified of issues with R1's video communication device on 9/5/23. V1 said V8 (R1's POA) was upset because it wasn't working. V1 stated, "I told her that nothing stated we needed to supply wifi and that she would need to pay for wifi service. She [V8] became very upset with me, so I sent [V20 - Maintenance Director] in to check on it. He sent me pictures of the setup. He said he checked the wires to see if they were cut or not attached properly and could not find an issue. I called IT." The surveyor informed V1 that R1 reported the service had been down since 6/25/23. V1 said she was not aware and she took action as soon as she was aware. V1 said V8 (R1's POA) told her it was how R1 "communicated with a counselor or something." V1 stated, "Its a video that allows him to sign and someone to sign back to him. The DON said she had other means of communication, but did not tell me what she was using." V1 said she had made no effort to obtain an ASL interpreter for R1.</p> <p>The 9/18/23 Resident Council Meeting Minutes showed, "...Staff communication needs to improve. Staff constantly using, "I don't know. Should at least attempt to find out for residents."</p> <p>The facility did not have a Communication Policy. The facility provided "Restorative Nursing Communication Program." This program included</p>	S9999		

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S9999	Continued From page 11 "Interventions/Approaches... Encourage socialization with other residents who are able to interpret this resident communication attempts..." R1 was not on the Restorative Communication Program. (B)	S9999			