

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL0003222	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/03/2023
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NAME OF PROVIDER OR SUPPLIER EAST BANK CENTER, LLC	STREET ADDRESS, CITY, STATE, ZIP CODE 6131 PARK RIDGE ROAD LOVES PARK, IL 61111
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S 000	Initial Comments Annual Licensure and Certification Survey	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210c) 300.1210d)3) 300.1220b)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. 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	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

(X6) DATE

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S9999	<p>Continued From page 1</p> <p>care needs of the resident.</p> <p>c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>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>300.1220 Supervision of Nursing Services</p> <p>b) The DON shall supervise and oversee the nursing services of the facility, including:</p> <p>3) Developing an up-to-date resident care plan for each resident based on the resident's comprehensive assessment, individual needs and goals to be accomplished, physician's orders, and personal care and nursing needs. Personnel, representing other services such as nursing, activities, dietary, and such other modalities as are ordered by the physician, shall be involved in the preparation of the resident care plan. The plan shall be in writing and shall be reviewed and modified in keeping with the care needed as indicated by the resident's condition.</p> <p>These requirements were not met as evidenced by:</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Based on observation, interview and record review, the facility failed to ensure a resident's pain level was controlled. This resulted in the resident experiencing severe pain. This applies to 1 of 2 residents (R138) reviewed for pain in the sample of 17.</p> <p>The findings include:</p> <p>R138's Admission Record sheet shows he was admitted on 7/31/23. The same document shows his diagnoses includes right knee joint replacement surgery, depression, and anxiety.</p> <p>On 8/01/23 at 2:34 PM, R138 was in his room with the ice water pump attached to his right knee. R138 had periods of facial grimacing when he moved his leg.</p> <p>On 8/01/23 at 2:34 PM, R138 said, he just had a right knee replacement and he is in severe pain. R138 said, the only thing the nursing staff will give him is Acetaminophen. R138 rated his pain at an 8 during our interview. R138 said, he tells everyone he can, both the nurses and CNA's (Certified Nursing Assistants) that he is in pain. R138 said, he told the nursing staff he needed something stronger.</p> <p>On 8/02/23 at 8:30 AM, V13 Agency LPN (Licensed Practical Nurse) asked R138 about his pain level and he said, it was at an 8 out of 10. R138 told V13 didn't want to take the Acetaminophen because R138 said they didn't work, however V13 encouraged him to take them anyway. R138 took the Acetaminophen. V13 did not discuss other options with R138 about pain relief. Tramadol and oxycodone were available.</p> <p>On 8/2/23 at 1:30 PM, V13 was not in the facility</p>	S9999		
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S9999	<p>Continued From page 3 for an interview.</p> <p>On 8/02/23 at 10:00 AM, R138 said, V13 never came back to him to ask if the Acetaminophen was effective. R138 said it was not effective. R138 said, none of the nursing staff ask me if pain medication is effective, and they use letters like PRN and never explained what it means. R138 said he would ask the nursing staff if he could have a stronger pain pill and they all gave him different answers. R138 said staff didn't communicate very well.</p> <p>On 8/02/23 at 1:37 PM, V14 RN said, the nurse should assess the resident for pain and ask their pain level, then medicate the resident with ordered pain meds and then re-assess to see if pain level is improved. V14 said if the pain has not improved, the nurse can see if the resident has any other options, or the nurse can call the Physician to see if they want to order something stronger.</p> <p>On 8/03/23 10:12 AM, V10 NP said, it's her expectation that the nurse will assess the resident for pain and medicate the resident with whatever is ordered on the MAR. V10 said the nurse should re-assess the resident to see if the medication decreased their pain. V10 said if the resident remains in pain after all the medication options the Physician or NP (Nurse Practitioner) should be contacted. A failure to properly assess pain could cause the resident to experience severe pain.</p> <p>The initial visit from V10 NP/APN (Nurse practitioner/Advanced Practice Nurse) dated 8/3/23 shows R138 had is a total right knee replacement on 7/25/23. The same document shows a nurse contacted her on 8/2/23 in the</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>evening about the residents pain. V10 documented that R138 feels he is confused as to what and when he can get pain medication.</p> <p>R138's Nursing Progress Notes shows he was admitted on 7/31/23, with a pain rating at 9 out of 10.</p> <p>R138's 7/31/23 (3:33 PM) Comprehensive Pain Assessment shows he is in constant, throbbing pain, rated at a 10 out of 10. R138 verbalized his pain as severe and makes it hard for him to sleep.</p> <p>R138's 8/1/23 Care Plan shows R138 is at risk for pain and discomfort due to being a post-operative patient. Interventions includes to administer medications and monitor for its effectiveness, and notify the Physician if pain is not resolved.</p> <p>R138's MAR (Medication Administration Record) his pain was never less than a 8 out of 10.</p> <p>The Pain Management Policy and Procedure (revised 3/1/23) shows the Facility's policy is to provide effective pain management for residents experiencing acute or chronic pain. Basic Concepts of Pain Management #4 shows, the resident has the right to expect a rapid and effective response to a complaint of pain. Treat the pain, re-assess and continue to treat the pain until the resident is comfortable. (B)</p>	S9999		