Illinois Department of Public Health (X3) DATE SURVEY STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION COMPLETED AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** A. BUILDING: IL6014377 B. WING 01/19/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **150 JAMESTOWN LANE** WARREN BARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 (X4) ID PREFIX SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE DATE REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE TAG TAG **DEFICIENCY**) **Initial Comments** S 000 Complaint Investigation 2310336/IL155295 S9999 Final Observations S9999 Statement of Licensure Violations (two parts to one violation) A) 300.610a) 300.1210b) 300.1210d)6) 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 b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological Attachment A well-being of the resident, in accordance with Statement of Licensure Violations each resident's comprehensive resident care plan. Adequate and properly supervised nursing

Illinois Department of Public Health

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Illinois Department of Public Health (X3) DATE SURVEY STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION COMPLETED **IDENTIFICATION NUMBER:** AND PLAN OF CORRECTION A. BUILDING:-**B. WING** 01/19/2023 IL6014377 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 150 JAMESTOWN LANE WARREN BARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X5) COMPLETE (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL (EACH CORRECTIVE ACTION SHOULD BE PREFIX PREFIX DATE CROSS-REFERENCED TO THE APPROPRIATE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG TAG DEFICIENCY) S9999 S9999 Continued From page 1 care and personal care shall be provided to each 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: 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. These requirements were not met as evidenced by: Based on observation, interview, and record review, the facility failed to serve hot beverages in a safe manner resulting in full thickness burns to an extensive area of skin which have required advanced and continuing treatment for the past 11 weeks to 1 of 3 residents (R1) reviewed for safety and supervision in the sample of 6. Findings include: On 1/17/23 at 10:26 AM, V5 (Certified Nursing Assistant/CNA) said the staff take mugs to the hot water dispenser on the unit and get the hot water for tea and take the tea to the residents. V5 showed the coffee maker with the incorporated hot water dispenser (coffee brewing system) on the unit kitchenette which staff use to make hot tea. V5 said she does not check the temperature of the tea prior to serving it to the residents. On 1/17/23 at 10:56 AM, V6 (Registered

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Illinois Department of Public Health (X3) DATE SURVEY (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION STATEMENT OF DEFICIENCIES COMPLETED IDENTIFICATION NUMBER: AND PLAN OF CORRECTION A, BUILDING: **B. WING** 01/19/2023 IL6014377 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 150 JAMESTOWN LANE WARREN BARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 PROVIDER'S PLAN OF CORRECTION SUMMARY STATEMENT OF DEFICIENCIES (X4) ID (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE COMPLETE (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX PREFIX DATE TAG REGULATORY OR LSC IDENTIFYING INFORMATION) TAG **DEFICIENCY**) Continued From page 2 S9999 S9999 Nurse/RN) said carafes of coffee are made in the kitchenette and the CNA comes and gets the carafe for their unit and the CNA also gets the hot water for the tea from the kitchenette hot water dispenser. On 1/17/23 at 11:06 AM, V4 (Maintenance Director) checked the hot water dispensed from the hot water dispenser on the brew machine located in the kitchenette on the unit where R1 resides, and it was steaming and measured 180 degrees F. V4 said, "That's a problem, it should not exceed 120 degrees F." V4 said the kitchen director is responsible for these machines. V4 said he was not aware of anyone getting burned from the tea made from the water dispensed or he would have done something about it. V4 said if they can't turn down the temperature on the machine, he will remove the machines. On 1/17/23 at 2:09 PM, V4 measured the temperature of the water dispensed from the coffee brewing system on a different unit and it was 166.9 degrees F and on 1/17/23 at 2:23PM, V4 measured the temperature of the water dispensed from the coffee brewing system located in the kitchen and it was 176.5 degrees F. On 1/17/23 at 12:00 PM, V8 (Dietary Manager) said she was aware R1 had spilled some tea and burned herself. V8 said the facility has coffee machines on the units and dietary and the CNAs have access to the coffee machines. V8 said dietary or the CNA can make the coffee in the kitchenette, put it in the carafe, and take it to the units. V8 said there is a spout on the coffee machine for hot water to make tea. V8 said they don't make a carafe of tea because there are only a few residents who drink it. V8 said the CNA or dietary aide would put the tea bag in a cup and use the hot water dispenser on the coffee

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Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X3) DATE SURVEY (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: IL6014377 B. WING 01/19/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **150 JAMESTOWN LANE** WARRENBARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID PREFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE REGULATORY OR LSC IDENTIFYING INFORMATION) DATE CROSS-REFERENCED TO THE APPROPRIATE TAG TAG **DEFICIENCY**) S9999 Continued From page 4 S9999 On 1/17/23 at 1:03 PM, V10 (Wound Care Nurse) said she was in the facility on 10/29/22 and was called by V9 (LPN) and informed that R1 had a thermal wound. V10 said they had already pulled down R1's pants, and she noted that R1's upper inner thighs bilaterally and a couple of her fingers were pink, slightly red, and intact, V10 said R1's burns progressively worsened and R1 is still receiving wound care. On 1/17/23 at 2:42 PM, V11 (Family Nurse Practitioner/FNP) said R1 was having tea and she spilled it on herself. V11 said initially it was redness and she ordered more first aid. symptomatic care, labs and preventive care. V11 said she saw R1 a couple days later and blisters were forming so she initiated more treatments and dressing changes. V11 said R1's wound progressed from redness to blisters. V11 said the damage won't initially show up with how R1 sustained her burn. V11 said they got a wound specialist to optimize R1's care. V11 said burns can progress from first degree to full thickness. V11 said R1 did develop cellulitis during the first week from her burns, so she started antibiotics so it did not become systemic. V11 said the burn caused the cellulitis. On 1/17/23 at 11:46 AM, V1 (Administrator) said the investigation completed on the incident when R1 sustained burns after she spilled hot tea on herself concluded the root cause was that R1 spilled the tea on herself. V1 said he is not sure if there were any changes implemented as a result of the incident. On 1/18/23 at 11:07 AM, V1 said off meal "on demand" beverages should not be prepared by staff in the kitchenettes on the units. V1 said there are no temperature logs for the "on demand" hot beverages whether they come from the kitchen or were made on the units.

Illinois Department of Public Health (X1) PROVIDER/SUPPLIER/CLIA STATEMENT OF DEFICIENCIES (X3) DATE SURVEY (X2) MULTIPLE CONSTRUCTION AND PLAN OF CORRECTION **IDENTIFICATION NUMBER:** COMPLETED A. BUILDING: IL6014377 **B. WING** 01/19/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **150 JAMESTOWN LANE** WARREN BARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 (X4) ID **SUMMARY STATEMENT OF DEFICIENCIES** PROVIDER'S PLAN OF CORRECTION PRÉFIX (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG: TAG **DEFICIENCY**) S9999 Continued From page 5 S9999 On 1/18/23 at 12:20 PM, V1 said they do not have a specific policy on using the coffee brewing system, it would just fall under the Food Temperature Maintenance Policy. V1 said nursing staff is not supposed to use the brew machine at all. On 1/17/23 at 10:36 AM, R1 said she had a cup of hot tea and went to remove the teabag from the cup, and it snagged and the tea spilled all over her lap. R1 said she was burned between her thighs and was getting daily wound care. R1 said the tea is always hot, and she is still drinking it when she has a taste for it. R1's Admission Record dated 1/17/23 shows she was admitted to the facility on 10/29/21 and her diagnoses include, but are not limited to. pulmonary embolism, diabetes mellitus type 2. pulmonary hypertension, atelectasis, respiratory failure, congestive heart failure, gastrointestinal hemorrhage, history of falling, abnormal posture, transient cerebral ischemic attack (TIA), hypertension, gastroesophageal reflux disease. hyperlipidemia, chronic obstructive pulmonary disease, osteoarthritis and osteoporosis. R1's Minimum Data Set (MDS) dated 1/6/23 shows she is cognitively intact and requires supervision with eating/drinking. R1's care plan initiated on 11/8/22 shows she is on antibiotic therapy for cellulitis to her thighs. R1's Wound Assessment Details Report shows she sustained burns acquired in the facility which were first identified on 10/29/22 to her right front thigh and her left front thigh. The burn injuries were both described as superficial on that day and R1' right thigh burn measured (Length x Width x Depth (L x W x D) 18,0 cm (centimeter) x 12.2 cm x unknown and her left thigh burn measured 17.0 cm x 25.0 cm x

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION **IDENTIFICATION NUMBER** COMPLETED A. BUILDING: IL6014377 01/19/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 150 JAMESTOWN LANE WARREN BARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 (X4) ID PREFIX SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE COMPLETE REGULATORY OR LSC IDENTIFYING INFORMATION) TAG CROSS-REFERENCED TO THE APPROPRIATE TAG **DEFICIENCY**) S9999 Continued From page 6 S9999 unknown. R1's Wound Assessment Details Report dated 11/5/22 shows R1's right and left front thigh burns had progressed to full thickness injuries and her right thigh burn measured 18.0 cm x 15.0 cm x 0.10 cm (L x W x D) and her left thigh burn measured 17.0 cm x 29.0 cm x 0.10 cm (LxWxD). R1's Progress Notes show an Incident Note written on 10/29/22 at 12:45 PM which describes that R1 told staff she had spilled hot tea on her lap. Staff took her to her bathroom, removed her clothes, and the nurse noted redness to R1's right and left thighs both front and inner, left thumb, right middle finger and her left lower quadrant. R1's provider was notified. and treatment orders were received for what was described as first degree burns. On 1/18/23 at 9:22 AM, V12 (Wound Care Specialist/Nurse Practitioner/NP) said R1 sustained full thickness (3rd degree) burns (thermal injury) to her right and left thighs after she spilled hot tea on herself. V12 said a thermal iniury can progressively get worse after first presenting as a superficial injury. V12 said the damage is not immediately visible, but the damage has been done. V12 said R1's thigh burns began as superficial injuries, then blisters formed, then quickly became necrotic tissue. V12 said the higher the temperature of the tea, the deeper the damage. V12 said the patient will develop an infection 100 percent (%) of the time due to contaminated skin, and cellulitis development is part of the burn progression. V12 said he used "very advanced treatment" to treat (R1's) thermal wounds including use of a skin substitute which is like a skin graft. V12 said he began treating R1's burn wounds on 11/7/22 and her wounds were 75-100% necrotic tissue. V12 said R1 had an extensive, huge area of burns. V12 said he evaluates and treats R1's burn

Illinois Department of Public Health STATEMENT OF DEFICIENCIES (X1) PROVIDER/SUPPLIER/CLIA (X2) MULTIPLE CONSTRUCTION (X3) DATE SURVEY AND PLAN OF CORRECTION IDENTIFICATION NUMBER: COMPLETED A. BUILDING: B. WING IL6014377 01/19/2023 NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE **150 JAMESTOWN LANE** WARRENBARR LINCOLNSHIRE LINCOLNSHIRE, IL 60069 SUMMARY STATEMENT OF DEFICIENCIES PROVIDER'S PLAN OF CORRECTION (X4) ID (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE PREFIX REGULATORY OR LSC IDENTIFYING INFORMATION) CROSS-REFERENCED TO THE APPROPRIATE DATE TAG TAG DEFICIENCY) S9999 Continued From page 7 S9999 wounds every week and saw her last for continuing treatment two days ago. On 1/17/23 at 11:16 AM, V2 (Director of Nursing/DON) said the CNA gets hot water from the hot water dispenser on the resident unit to prepare tea for the residents when they request it. V2 said back in October (10/29/22) V9 (LPN) called to notify him that R1 spilled hot tea on herself and had redness to both of her thighs. V2 said he asked V9 if the tea was made with hot water from the unit's hot water dispenser, and she confirmed it was. V2 said he told V9 not to use the hot water dispenser until it was recalibrated so no one else would get burned. V2 said he remembers R1's burns progressed to blisters, then became full thickness burns on 11/5/22. On 1/18/23 at 1:57 PM, V13 (Restorative Nurse) said she helps V2 (DON) with some of the clinical type of investigations. V13 said she and V2 investigated R1's burn and it happened on a weekend. V13 said on the following Monday, 10/31/22, they spoke to R1 about what happened. and R1 told them she was in the dining room waiting for lunch, she was served the hot tea and she spilled it when she was pulling the tea bag out of the cup onto herself. V13 said she did a hot beverage evaluation of R1 and R1 did not want her hot beverage privilege taken away. V13 said R1 was found to be able to continue drinking hot beverages while supervised. V13 said the investigation included the incident report, the hot beverage evaluation, and the education she provided to R1 which she documented in an assessment in R1's chart, V13 said she is not aware of any other outcomes/changes following their investigation of R1's hot tea burn incident.

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