

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6003933	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 12/07/2023
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NAME OF PROVIDER OR SUPPLIER HALLMARK HEALTHCARE OF PEKIN	STREET ADDRESS, CITY, STATE, ZIP CODE 2501 ALLENTOWN ROAD PEKIN, IL 61554
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S 000	Initial Comments Complaint Investigation: 2329905/IL167178	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.3240a) 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 meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which	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	<p>Continued From page 1</p> <p>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>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These Regulations are not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility failed to protect the resident's right to be free from verbal abuse by staff for one resident (R8) out of three residents reviewed for abuse in a sample of eight. This failure resulted in R8 having feelings of being intimidated for prolonged periods of time.</p> <p>Findings include:</p> <p>The facility's "Abuse" policy dated 10/24/22 documents "The administrator and/or designee is the facility abuse coordinator for the facility. It is the responsibility of all facility staff to assure that all residents remain to be free from abuse, including injuries of unknown origin, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff or mistreatment."</p> <p>R8s minimum data set (MDS) documents a brief interview of mental status (BIMS) of 15. A BIMS of 12 -15 indicates a resident is cognitively intact</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>with 15 being the highest score.</p> <p>On 12/7/23 at 9:35 AM, V6, Certified Nursing Assistant, observed entering R8's room. Upon entry of R8's room, R8 stated "I want to get up." V6 replied in a stern tone "I said 10:30." R8 stated "But I want to get up now." V6 replied raising her voice "You think you're above everyone else? It'll be 10:30 like I said! You want to play games? Then that's what we'll do we'll start playing games!" At this point R8 started crying and stated, "Every time you're my CNA, you do this to me." V6 replied in an even louder tone stating "I'm down here working hard to be here (raising voice) on time (yelling) for you! While still crying R8 started talking and V6 interrupted her started stating that she was going to (V1, Administrator) to be taken off of R8's group. As R8 was still trying to speak, V6 started yelling "I'm not going back and forth with you! I'm not going to let you disrespect me!" At that point, while still crying, R8 pointed to this surveyor and stated, "He's from the state and just heard everything you said." V6 turned looked at this surveyor and stated, "I don't care."</p> <p>On 12/7/23 at 9:40 AM, V1 Administrator, was informed of the incident. V1 stated "That's not how we do things here. (R8) can be a very difficult person to work with, but that's still no excuse. (V6, CNA) should have walked out of the room and taken a moment instead of arguing with (R8)."</p> <p>On 12/7/23 at 9:55 AM, V1 Administrator, stated "I went down to talk with (R8) about the situation, but she didn't say much. I think she's still upset about the situation. (V6, CNA) has taken off the floor and sent home."</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>On 12/7/23 at 10:45 AM, R8 stated "No I'm not OK. It's not the first time (V6, CNA) has yelled at me. (R8's voice started cracking and her eyes became watery) Every time (V6) works with me, she makes me feel belittled. Like I'm not good enough. She treats me as though she's the boss and has power over me. Every time she's here I feel intimidated. I feel this way the entire time (V6) is here. It's the whole shift until she goes home. I didn't tell anyone because it won't do any good."</p> <p>(B)</p>	S9999		