

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000483	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 01/04/2024
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NAME OF PROVIDER OR SUPPLIER FOREST VIEW REHAB & NURSING CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 535 SOUTH ELM ITASCA, IL 60143
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S 000	Initial Comments Complaint Investigation 2470005/IL168282	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210d)3) 300.1220b)3) 300.3210t) 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 care needs of the resident.	S9999		

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE
Electronically Signed

TITLE

(X6) DATE
01/17/24

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S9999	<p>Continued From page 1</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>Section 300.3210 General</p> <p>t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>These requirements were not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to ensure physical abuse did not occur for a resident (R1) with a known history of physical aggression. This failure resulted in (R1) grabbing (R4) around the neck, throwing him to the ground, and R4 hitting his head on the floor. (R4) was transferred to a local hospital for evaluation of a head injury. This failure has the potential to affect all residents in the building as R1 is ambulatory throughout all units of facility and accesses the elevator independently.</p> <p>The findings include:</p> <p>The facility's resident roster dated 1/3/24 showed 132 residents currently residing in the building.</p> <p>R1's electronic face sheet printed on 1/4/24 showed R1 has diagnoses including but not limited to alcohol abuse, bipolar disorder, anxiety disorder, and schizoaffective disorder.</p> <p>R1's facility assessment dated 10/26/23 showed R1 has no cognitive impairment, ambulates independently, and experiences verbal behaviors directed towards others that significantly disrupt care or living environment.</p> <p>R1's physician's orders for December 2023 showed R1 receives Quetiapine 400mg at bedtime for bipolar disorder.</p> <p>R1's physician's orders for December 2023 showed, "1:1 supervision until 12/2/23."</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>R1's State Police background check dated 10/23/23 showed R1 has a history of aggravated battery in 2023.</p> <p>R1's nursing progress notes showed, "10/24/23 Yelling and screaming at staff and residents. Using foul language. Shouting loud in the hallway. 11/4/23 Resident at lunch time was yelling at staff, using foul language and racial slurs. This writer told resident to go to his room and relax, he refused at first and continued to yell at staff. After ten mins redirected resident to his room. Informed psych physician, he ordered one time dose of Haldol. Resident refused the one-time dose of Haldol. 11/30/23 Nurse Practitioner notified about resident behavior of agitation, verbal aggression, altered mental status, and appears to be intoxicated. With new orders to hold medications for the next 24 hours, alcohol/drug test, hold green pass and 1:1 supervision for the next 72 hour. Orders carried out. 11/30/23 This writer was informed that resident was verbally abusive/aggressive and agitated to staff member. This writer noted resident ambulating towards his room. Resident shows possible signs and symptoms of intoxication: slurred speech, abnormal gait, increased agitation/irritability and verbally abusive. Resident remained in his room afterwards. This writer was informed by other facility staff members that resident was observed carrying a bottle of alcohol that he disposed in a garbage bin outside the premises prior to coming inside the facility. Required assessment and education due to possible interaction with his medication and alcohol was refused by resident. Resident immediately became aggressive. Resident started speaking profane language to this writer, got up from his bed and stated, "Do</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>you want me to get you out of this room?" as resident started approaching this writer. Boundary was set and resident was reminded of possible consequences of threatening and assault. 911 was called in regard to resident's increasing aggressive behavior and agitation. Nurse Practitioner aware of above. New orders were received. Resident was informed regarding orders to hold his medication for 24 hours, to hold green pass privilege, and alcohol testing. Resident then immediately got extremely upset and agitated, yelling and cussing at this writer stating "I don't give a f***. I am not a drug addict! I am gonna do whatever I wanna do. Get the f*** out of here!" This writer thanked resident for his time and exited his room. 12/30/23 This resident (R1) came to the nurse's station talking loud to this writer. When another resident told him to 'Stop it, what are you doing?', resident (R1) got upset, went to another resident (R4) who was sitting on the chair, grabbed his neck and threw him to the ground hitting the back of his (R4) head on the floor. Writer intervened, stopped the fight & separated the 2 residents (R1 and R4). Physician ordered to send resident (R4) out to hospital. Police came & took resident (R1) to hospital. After a few hours resident (R1) was brought back to the facility escorted by police officer, per police officer resident (R1) refused to be hospitalized & refused to be moved to another room." (No further progress notes were entered into R1's records until after surveyor entered facility on 1/3/24).</p> <p>R1's psychiatric progress note dated 10/29/23 showed, "Patient is alert to self, person, time, place and situation. Behavior Manifestations: agitated, demanding, alcohol abuse, verbally aggressive. Patient is easily distracted and has flight of ideas. Patient is depressed. anxious, and</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>angry/hostile...Patient has a diagnosis of Bipolar Disorder, Schizoaffective Disorder, alcohol abuse, and anxiety disorder, patient is verbally aggressive toward staff members, calls them names and will swear at them, when trying to meet with patient he stated get the "F" out of here, he does not need to be seen and was stating that the staff at facility all are horrible and that I should not listen to them. When trying to redirect patient he slammed the door in my face laughing...staff continue to monitor for any changes in behaviors/moods, staff to call psych physician if behaviors increase."</p> <p>On 1/3/24 at 9:34AM, R1 stated, "I remember the incident with (R4). A few days before the incident he elbowed me and charged at me, but nobody saw it. On Saturday (12/30/23), he (R4) came at me again and I put him in a headlock and threw him to the ground. The cops came and we shook hands and now we are good. There's nothing else to say about it. That's all that happened, and I feel bad about it but it is what it is."</p> <p>R1's behavior monitoring for December 2023 showed R1 experienced behaviors throughout all 3 shifts on 12 different occasions during the entire month. R1 has no behaviors documented on his behavior monitoring for 12/30/23.</p> <p>On 1/3/23 at 9:46AM, R2 stated, "(R1) is very nasty to the staff here. I hear him yelling and threatening people all the time. I heard what happened with him and (R4) and it doesn't surprise me. That guy is a loose cannon, and we can all see that. It's just a matter of time before he does something worse."</p> <p>On 1/3/24 at 9:55AM, R4 stated, "I had to move rooms because they told me I had to. That big</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>guy knocked me out and took me to the ground. My body still hurts, and I had to go to the hospital because of what he did to me. I had a collar around my neck at the hospital and could barely breathe. The whole event was so uncomfortable, and I hope I never have to go through anything like that again." (R4 has no cognitive impairment)</p> <p>R4's local hospital records dated 12/30/23 showed, "Diagnosis: Minor head injury."</p> <p>On 1/3/24 at 11:04AM, V5 (Social services director) stated, "I have known (R1) for years from a different facility. He can get very loud and verbal, but he can also be a nice guy. I have talked to him about counseling, and he initially declined but now he signed a behavioral contract today (1/3/24) stating that he will get counseling. He does always apologize after altercations because he knows exactly what he is doing. Usually after an altercation the staff will do 1:1 with him and then eventually he comes off of it. We always restart it after any altercations though. We did assign him a roommate yesterday because he seems to be okay with it. I guess we will see how it goes. I heard (R1) and (R4) had words prior to this most recent altercation but I don't think any new interventions were put in place."</p> <p>On 1/3/23 at 9:45AM, R5 stated, "I had a verbal altercation with (R1) before during smoking time outside recently. We argued back and forth until it ended in both of us yelling obscenities at one another. No physical confrontations were made. I was told about the incident between (R1) and (R4) and heard (R1) was escorted out by police in handcuffs. I just avoid (R1). I don't feel like staff seem to be doing much since (R1) has been verbally abusing staff and residents since he got</p>	S9999		

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S9999	<p>Continued From page 7</p> <p>here a few months ago." (R5 has no cognitive impairment)</p> <p>On 1/3/23 at 10:20AM, R6 stated, "I believe the cops have been called upwards of 7 total times on (R1) since his admission. I do not feel safe in the facility with (R1) here and would feel safer if he were not in the facility." (R6 has no cognitive impairment)</p> <p>On 1/3/23 at 10:20AM, R7 stated, "(R6) and I have known (R1) for about 5 years from another facility. (R1) was the same way then as he is now. He was always getting into verbal and/or physical altercations. I heard from staff that on 12/30 (R1) had choked a guy out and the guy got sent to the hospital and (R1) got arrested but he was brought back to the facility shortly after...(R1) is always making comments to (R6) and others in the facility. When staff witness it, they do break things up and prevent it from escalating further. I know that sometimes they put (R1) on a 1:1 where a staff member is put outside his door to make sure he doesn't cause any issues. (R1) frequently comes down to the first floor to go out the front entrance and smoke. I do not feel safe in the facility with (R1) still present and would definitely feel safer if he was not here." (R7 has no cognitive impairment)</p> <p>On 1/3/24 at 11:00AM, R8 stated, "I do not feel safe in the facility; not just because of (R1) but he is a big factor in it." (R8 has no cognitive impairment)</p> <p>On 1/4/24 at 9:24AM, V6 (Registered Nurse) stated, "(R1) is pleasant as long as he gets what he wants. When you start to push him to try to convince him to do something that's when he gets verbally aggressive. A month or so ago, I</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>tried to send him out because he came back to the facility appearing intoxicated and he wouldn't go to the hospital. He stood up and started to come towards me, so we called the cops. The cops couldn't do anything because he refused to leave and hadn't hurt anyone. (R1) apologized to me the next day and he knows exactly what he's doing when he has these behaviors. From the first day he came here the staff have all felt he shouldn't be here. He is a loose cannon for lack of a better word. He is verbally abusive to staff all the time. One day he's fine with you and the next day he is cussing you out. We have a resident on this unit that yells a lot and (R1) yells at him to shut up. He completely disregards his pass privileges and does what he wants. One time he had a green pass and we saw him throw an empty liquor bottle in the trash outside and the previous administrator did nothing. I then went and told (R1) he was on a red pass, and he told me to "F" off and left the building. I told administration not to accept him to our facility because I know of him, and they took him anyway. (R1) was given a green pass before he even got admitted into the building and we could assess him. I worry about the other resident's safety every day. (R1) can flip so easily that it's hard to know when something will happen. He does not need the services of a nursing home. All we do is feed him and give him medications. Every time he comes off of 1:1 and gets his pass back he does the same outbursts. I'm afraid he might really hurt someone. We didn't do anything differently with (R1) after this most recent altercation that I am aware of. They just put him on 1:1 yesterday."</p> <p>On 1/4/24 at 9:41AM, R1 stated, "I hope I'm not in trouble. Sometimes I get in trouble when I drink, and I feel bad about that. I don't mean to hurt</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>anyone. I know what I'm doing is bad and I'm sorry and won't do it anymore."</p> <p>On 1/4/24 at 10:11AM, V1 (Administrator) and R1 were interviewed. V1 said he gave R1 a 30-day involuntary discharge notice. V1 stated, "Even with a red pass, we are unable to ensure other residents are safe in the building with (R1) here. On 12/9/23, (R1) had a red pass and left anyway and went and bought liquor. (R1) was arrested on 12/30/23 but the cops just took him to the police station until he calmed down and then brought him back because he refused to go to the hospital. (R4's) family is not pressing charges against (R1). We thought we were doing everything right and keeping other residents safe, but it appears we are not able to ensure everyone's safety even when (R1) has a red pass." R1 stated, "I went and bought the alcohol and hid some in my room. I was intoxicated on 12/30/23 when the incident happened with (R4). I haven't been telling the whole truth and I'm sorry about that."</p> <p>On 1/4/24 at 1:05PM, V9 (Certified Nursing Assistant) stated, "I was working the day the altercation occurred. When I was leaving the unit, (R1) was arguing with the nurse and I was leaving to get ice and then I looked back and saw (R1) grab (R4's) neck and throw him on the floor. I ran to them and asked (R1) what happened, and he backed away and kept saying nothing happened. (R4) kept saying the back of his head was hurting so he got sent to the emergency room. The police arrived and were making sure they were separated. They asked (R1) what happened, and he kept saying nothing happened. The police took him and then brought him back awhile later. When (R1) came back to the facility he was taunting all of the staff like he was trying to get us</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>to do something to him. We didn't have to do any extra checks or anything, but he kept trying to get a reaction out of all of us. I feel he is a major safety risk to the residents and even the staff. He has had a lot of verbal behaviors and tries to intimidate other residents by yelling at them. He acts like he owns the place. All I can say is he is in the wrong facility. He shouldn't be here."</p> <p>The facility's policy titled, "Abuse Prevention Program" dated 3/1/21 showed, "It is the policy of this facility to prohibit and prevent resident abuse, neglect, exploitation, mistreatment, and misappropriation of resident property and a crime against a resident in the facility..."</p> <p>The facility's policy undated titled, "Outside Community Pass Privileges Policy" showed, "Many individuals admitted to the facility have a medical need requiring clinical supervision, a history of chemical addiction or other psychiatric problems. Because of a combination of mental health, physical problems and behavior that can result in harm, certain residents may not be appropriate for independent pass privilege...Furthermore, the resident is acknowledging that he/she will follow all physician orders, will contact the facility if any change occurs in their physical or mental condition and the individual agrees to follow the treatment recommendations and plan of care formulated by the facility...1. Newly admitted residents will be placed on a 14-day observation period for proper monitoring of medical needs...b. once the resident is assessed, he/she will be placed on a pass status: GREEN PASS- resident who may go out in the community independently and return within curfew hours...RED PASS- residents who have violated facility policy or a resident who cannot go out in the community independently</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>due to cognitive inabilities, degree and severity of mental illness, addiction history and present addictive behaviors...ability to follow rules and procedures...14. Pass Revocation. a. first offense- outside pass privileges will be suspended for a 2-week period with a behavioral monitoring tool...if a resident is able to follow facility policy and procedures during their restriction period, they will be able to obtain green pass status after their 2-week period is completed. Appropriate intervention will be implemented...b. second offense- outside pass privileges will be suspended for a 30-day period with a behavioral monitoring tool. A behavioral contract will be formulated for the resident and will be presented to the resident and Responsible Party outlining specific areas where the resident needs to comply with facility policy."</p> <p>R1 was given his green pass prior to being assessed upon admission. R1's green pass was only revoked for 72 hours instead of 2 weeks on 11/30/23 after showing signs of intoxication and refusing an alcohol test. R1 was able to leave the facility independently on 12/9/23 to obtain alcohol. (A)</p>	S9999		