

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6008056	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 03/06/2024
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NAME OF PROVIDER OR SUPPLIER ACCOLADE HC OF EAST PEORIA	STREET ADDRESS, CITY, STATE, ZIP CODE 500 CENTENNIAL DRIVE EAST PEORIA, IL 61611
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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 Investigations: 2421235/IL169792 2421573/IL170222	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.1230d) 300.1230f) 300.1230g) 300.1230k)1)2)A)B)3)4)5)6)7) Section 300.1230 Direct Care Staffing d) The minimum staffing ratios shall be 3.8 hours of nursing and personal care each day for a resident needing skilled care and 2.5 hours of nursing and personal care each day for a resident needing intermediate care. (Section 3-202.05(d) of the Act) For the purpose of this subsection, "nursing care" and "personal care" mean direct care provided by staff listed in subsection (i). f) The number of staff who provide direct care who are needed at any time in the facility shall be based on the needs of the residents and shall be determined by figuring the number of hours of direct care each resident needs per day. g) Each facility shall provide minimum direct care staff by complying with subsection (f) and meeting the minimum direct care staffing ratios set forth in this Section. k) To determine the direct care staffing required to meet daily minimum staffing ratios for	S9999		

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

TITLE

(X6) DATE
03/21/24

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S9999	<p>Continued From page 1</p> <p>skilled care and intermediate care, the following staffing formula shall be used:</p> <ol style="list-style-type: none"> 1) Determine the number of residents requiring skilled care and the number of residents requiring intermediate care. 2) Calculate the total daily required nursing and personal care hours for each level of care: <ol style="list-style-type: none"> A) The number of residents requiring skilled care shall be multiplied by the required number of hours (3.8) per resident. B) The number of residents requiring intermediate care shall be multiplied by the required number of hours (2.5) per resident. 3) Add the total number of hours of direct care required for each level of care to determine the total number of hours required to provide direct care for all residents in the facility. 4) Multiplying the total minimum hours of direct care hours required for all residents, determined under subsection (k)(3), by 25% results in the minimum amount of licensed nurse hours that shall be provided during a 24-hour period. 5) Multiplying the total minimum hours of direct care time required for all residents, determined under subsection (k)(3), by 10% results in the minimum amount of registered nurse hours that shall be provided during a 24-hour period. 6) The remaining 75% of the minimum required direct care hours may also be fulfilled by other staff identified in subsection (i) as long as it 	S9999		

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S9999	<p>Continued From page 2</p> <p>can be documented that those staff provide direct care, and that nursing care and nursing delegation is in accordance with the Nurse Practice Act.</p> <p>7) The amount of time determined in subsections (k)(4), (5) and (6) is expressed in hours.</p> <p>This requirement is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to meet the minimum required Direct Care Staff hours for 14 of 14 consecutive days. This has the potential to affect all 59 residents in the facility.</p> <p>Findings include:</p> <p>On 3/4/24 and 3/5/24 between 11:00 a.m. and 1:00 p.m., there were four Certified Nurse Aides/CNA's and one CNA orientating, observed working on the floor.</p> <p>On 3/5/24 at 2:00 p.m., V1 (Administrator) provided and verified daily staffing sheets dated 2/21/24 through 3/5/24, which document the actual hours worked by Direct Care Staff.</p> <p>The Facility's actual staffing numbers and the facility's calculated required minimum hours for Direct Care Staff, provided by V1 (Administrator), documents from 2/21/24 through 3/5/24 there were less than the required minimum Direct Care Staffing hours for each of the following dates: 2/21/24-88.5 hours (required hours 124.4); 2/22/24-97 hours (required hours 122.5); 2/23/24-92 hours (required hours 122.5); 2/24/24-121 hours (required hours 125.4); 2/25/24-116 hours (required hours 125.4); 2/26/24- 84 hours (required hours 123.4); 2/27/24-92 hours</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>(required hours 124.4); 2/28/24-116 hours (required hours 130); 2/29/24-96 hours (required hours 127.1); 3/1/24-88 hours (required hours 131.1); 3/2/24-108 hours (required hours 131.1); 3/3/24- 84 hours (required hours 128.2); 3/4/24 and 3/5/24-92 hours (required hours 127.1).</p> <p>On 3/4/24 at 11:00 a.m., V1 (Administrator) stated the facility has a shortage of Direct Care Staff (Certified Nurse Aides/CNA's) at this time. V1 stated the facility's census has increased significantly since December 2023 and they have not been able to hire and retain enough staff to meet the required minimum hours of Direct Care Staff. V1 stated, "As of today the census is 59 and the calculated required minimum Certified Nurse Aides of 7 on day shift, 5 on evening shift, and 3 on night shift. We follow the state and federal regulations to calculate the staffing requirements. We have a calculator that we put the number of intermediate and skilled residents in house, and it tells us what are required minimum staffing hours are."</p> <p>On 3/5/24 at 12:44 p.m., V9 (Certified Nurse Aide/CNA) stated, "We should have more CNA's than we do because our census is back up. We have a hard time getting everything done on our shift."</p> <p>On 3/5/24 at 1:05 p.m., V10 (CNA) stated, "I'm the scheduler but frequently get pulled to work the floor due to low staffing issues. Yesterday and today, there were 4 CNA's plus one training. Right now, I think we are supposed to have 7 on day shift. We don't have the staff for that right now."</p> <p>On 3/5/24 at 2:10 p.m., V3 (Assistant Director of Nursing) stated the required minimum CNA staff per shift is "7 on day shift, 5 on evening shift and</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>3 on night shift at the census we have been running (59). We have four Certified Nurse Aides and one trainee CNA on the floor today on day shift."</p> <p>On 3/4/24 at 11:10 a.m., V15 (Registered Nurse) stated some days there are not enough staff on the floor to answer call lights in a timely manner or get all residents out of bed. V15 stated, "Staff do the absolute best they can when I'm here but sometimes it does take them longer to answer call lights if they are busy with another resident."</p> <p>On 3/4/24 at 11:17 a.m., V16 (Registered Nurse) stated there are 59 residents in the facility at this time and there are only four Certified Nurse Aides on the floor for day shift. V16 stated is not enough for them to always get call lights answered in a timely manner. V16 stated, "We all work together and try to get to each resident as quick as we can."</p> <p>On 3/4/24 R1 and R2 stated the facility does not have enough CNAs to meet their personal needs. R1 and R2 stated call lights frequently take too long to be answered. R1 stated he is not able to get out of bed frequently due to there not being enough staff to get him up with the mechanical lift. R1 stated it takes 3 or 4 staff assistance to transfer him and sometimes that is all the staff they have for all the residents.</p> <p>The facility's daily census breakdown form dated 3/4/24, documents there are 59 residents residing in the facility.</p> <p>(B)</p>	S9999		