

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002174	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/08/2024
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NAME OF PROVIDER OR SUPPLIER PEARL OF ORCHARD VALLEY	STREET ADDRESS, CITY, STATE, ZIP CODE 2330 WEST GALENA BOULEVARD AURORA, IL 60506
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S 000	Initial Comments Annual Licensure Survey Complaint Investigation: 2470857/IL169338	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.1210c) 300.1210d)1)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 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 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

02/26/24

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S9999	<p>Continued From page 1</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> <ol style="list-style-type: none"> 1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered. 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>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to assess and provide pain medication for a resident who is in pain. In addition, the facility failed to reassess if the pain medication that was provided was effective. This failure resulted to R97 and R98 to experience severe pain and resulted in R97's inability to complete activities during her physical therapy session. This applies to 2 of 3 (R97 and R98) reviewed for pain management in a sample of 29.</p> <p>The findings include:</p> <ol style="list-style-type: none"> 1. Face sheet showed that R97 has multiple 	S9999		

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S9999	<p>Continued From page 2</p> <p>medical diagnoses which include radiculopathy in the lumbar region, hemiplegia and hemiparesis following cerebral infarction affecting left non-dominant side. Minimum Data Set (MDS) dated 12/12/23 shows that R97 is alert and oriented.</p> <p>R97's active Physician Order Summary shows that she was prescribed Gabapentin Capsule 600 mg (milligrams) twice daily and at bedtime for neuropathy, Hydromorphone HCL (Dilaudid) 4 mg tablet every 6 hours as needed for pain, and Voltaren Arthritis Pain External Gel 1% (Diclofenac Sodium Topical). Apply to tailbone topically three times a day for pain.</p> <p>On 2/5/24 at 1:25 PM, R97 stated that she takes her Dilaudid as a prn (as needed) medication every day at least once or twice a day and at the most 3 times day for pain. On 1/23/24 after she was given a dose of Dilaudid in the afternoon, she was informed that she ran out of Dilaudid, and the staff would re-order. The next day on 1/24/24, prior to physical therapy session, R97 requested for her Dilaudid. V24 (Nurse) informed her that her Dilaudid remained unavailable. V24 gave her the regular Gabapentin dose for her neuropathy, Voltaren topical gel for the tailbone and Tylenol which did nothing to her pain. Despite having pain on her left foot and tailbone, R97 still attended physical therapy because she didn't want to miss a session. V23 (Physical Therapist/PT) assisted her to ride the elliptical bike. She was only on the bike for three minutes when she felt the pain getting worse, she was "bawling in pain." The pain was on her left foot, left leg, and tail bone. It was a 10 out 10 of shooting and sharp pain. R97 was unable to perform the elliptical bike further because of the severe pain. R97 did not have the Dilaudid for 33</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>hours. R97 asked for it every shift but was told it was not available. R97 instructed the staff that she wanted her Dilaudid to be given to her as soon as it was delivered.</p> <p>On 2/6/24 at 3:25 PM, V14 (Registered Pharmacist) stated that the facility staff placed a refill order for R97's Dilaudid on 1/24/24 at 2:25 PM. It was delivered to the facility on 1/24/24 at 9:15 PM. In the bingo card medication container, there is a recommended indication of when the staff should call for medication refill. It shows that when they see that there were only 5 tablets remaining, they should re-order and/or depending upon how often the resident takes the medication that the staff should call for refill.</p> <p>On 2/07/24 at 9:58 AM, V49 (Registered Pharmacist) stated that the pharmacy delivered medications twice daily in the morning and evening. The staff should order for refill when it is close to running out. But with regards to R97's need for Hydromorphone (Dilaudid) the staff could have gotten it from the electronic medication-controlled box while waiting for the pharmacy delivery.</p> <p>On 2/7/24 at 10:09 AM, V23 (Physical Therapist/PT) stated that on 1/24/24, R97 may have been tearful. V23 recalled that R97 was having severe pain severe pain on her foot. Typically, R97's tailbone hurts. V23 usually calls R97 in the morning to tell her what time V23 will pick her up, by then R97 had already taken her pain medication. Normally R97 doesn't really have pain aside from her chronic tailbone pain, but at that time R97 was complaining of pain in her left foot. R97 reported that she was waiting for the pain medication because it wasn't given to her yet, but she did not want to miss a session of</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>the PT. R97 was very cooperative with therapy sessions and there was progress in her. R97 always finished her therapy, but that day, R97 could not complete the recumbent bike because she was hurting a lot and she couldn't walk. V23 knew that the pain medication (Dilaudid) was not available because R97 told her.</p> <p>On 2/7/24 at 10:32 AM, V25 (Nurse Practitioner/NP) stated that R97 has chronic pain on top of multiple medical co-morbidities. R97's Dilaudid should be given for severe pain as ordered. V25 offered to order the Dilaudid as a regular dose with increased frequency, however, R97 refused, stating that she wanted to take it only as she needed. R97 has chronic pain, Dilaudid only works for 3-4 hours, it works during PT. V25 added that she expects that the medication will be available to R97 whenever she requested it for pain.</p> <p>On 2/7/24 at 11:03 AM, V26 (Physician) stated that R97 has chronic pain. R97 is on a regimen of oral Dilaudid and Gabapentin to help manage her pain. If she requested the Dilaudid, it should be given as ordered.</p> <p>On 2/7/24 at 10:24 AM, V24 (Nurse), stated that she believed that R97's pain medication (Dilaudid) was not available at that time. On 2/7/24 at 11:29 AM, V24 also said that part of the pain assessment was to do a pain scale from 0-10, with 10 being the most painful. Obtain a physician order for the pain parameters for effective pain management. If the resident has a prn order, the medication would be given as ordered. The nurses also do post assessment of pain in about half an hour. If the resident is still having pain, then the nurse calls the doctor. The Dilaudid was not available on 1/24/24 and V24</p>	S9999		

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S9999	<p>Continued From page 5</p> <p>placed the order that day. V24 recalled that R97 was upset because the Dilaudid was not available but when V24 informed R97 that she already ordered, R97 became satisfied. V24 did not check the electronic controlled box to see if the Dilaudid was available, she added that she should have gone to the electronic controlled medication box to get the Dilaudid.</p> <p>On 2/7/24 at 10:00 AM, surveyor and V49 (Registered Pharmacist) checked the electronic medication-controlled box which was located on the first-floor medication room. It showed available 6 tablets of Dilaudid 2 mg.</p> <p>V49 presented a copy of the Electronic Controlled Medication Box's Item Transaction Log dated 1/1/24 through 2/7/24 showed that there was a total of 8 tablets of Hydromorphone 2 milligrams in the electronic medication controlled box in the facility.</p> <p>R97's Controlled Drug Receipt/Record/Disposition form which was dispensed on 1/5/24 shows that R97 took this medication 2-3 times a day. The last dose was given on 1/23/24 at 12:30 PM.</p> <p>R97's Controlled Drug Receipt/Record/Disposition form which was dispensed on 1/24/24 shows that R97 was given Dilaudid 4 mg on 1/25/24 at 2:30 AM.</p> <p>The above Controlled Drug Receipt/Record/Disposition forms showed that R97 did not received the Dilaudid for 38 hours.</p> <p>Physical Therapy Notes dated 1/24/24 showed: R97 performed bilateral lower extremity (BLE) exercise to Nu-Step for 5 minutes level 1 to</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>facilitate increase strength to BLE to increase independence with mobility. R97 actively participates with skilled intervention. R97 complaint of nerve pain in the left foot. There was no redness or irritation to the skin. R97 declined ambulation (gait training) due to foot pain. R97 states that the nurse was aware and is waiting for the medication to arrive to facility. Nurse was present at the end of the session, stating that she would discuss it with R97. In addition, the PT notes for 1/19/24 and 1/25/24 shows that R97 was able to perform gait training (On these days, R97 received Dilaudid according from the MAR).</p> <p>R97's active care plan with target date of 3/11/24 shows: Focus: R97 has generalized body aches and pain related to status post Perforated Colon with Ileostomy placement and Crohn's disease. Goal: R97 will not have an interruption in normal activities due to pain through the review date. Interventions:</p> <ul style="list-style-type: none"> - Administer analgesia medication as per orders. Give 1/2 hour before treatments or care. Hydromorphone HCl Oral Tablet 2 MG (Hydromorphone HCl), Gabapentin, Acetaminophen - Anticipate the R97's need for pain relief and respond immediately to any complaint of pain. - Identify and record previous pain history and management of that pain and impact on function. Identify previous response to analgesia including pain relief, side effects and impact on function. - Identify, record, and treat R97's existing conditions which may increase pain and or discomfort related to stroke. - Monitor/document for probable cause of each pain episode. Remove/limit causes where possible. - Monitor/record/report to Nurse any sign and symptoms of non-verbal pain: Changes in 	S9999		

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S9999	<p>Continued From page 7</p> <p>breathing (noisy, deep/shallow, labored, fast/slow); Vocalizations (grunting, moans, yelling out, silence); Mood/behavior (changes, more irritable, restless, aggressive, squirmy, constant motion); Eyes (wide open/narrow slits/shut, glazed, tearing, no focus); Face (sad, crying, worried, scared, clenched teeth, grimacing) Body (tense, rigid, rocking, curled up, thrashing).</p> <p>- Monitor/record/report to Nurse resident complaints of pain or requests for pain treatment. -Report to Nurse any change in usual activity attendance patterns or refusal to attend activities related to signs and symptoms or c/o pain or discomfort.</p> <p>There was no documented comprehensive pain assessment done by V24 (Nurse) in the progress notes on 1/24/24 and no documentation of Tylenol in the MAR (Medication Administration Record) which indicate that it was being given. There was no re-assessment of the efficacy of Tylenol.</p> <p>2. Nurse practitioner note, dated 1/31/24, shows R98's diagnoses included a history of wrist tenosynovitis status post right wrist arthrotomy and washout completed with antibiotics.</p> <p>POS (Physician Order Sheet), printed 2/7/24, shows R98 was admitted to the facility on 1/22/24. The POS shows R98's diagnoses included synovitis and tenosynovitis right hand, spondylosis without myelopathy or radiculopathy thoracic region, peripheral vascular disease, and angina pectoris. The POS shows R98 had a physician order (dated 1/22/24) for Norco 10-325 mg (milligrams) 1 tablet by mouth every 6 hours as needed for pain. The POS also shows R98 had a physician order (dated 1/22/24) for Norco 10-325 mg 2 tablets by mouth every 6 hours as</p>	S9999		

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S9999	<p>Continued From page 8</p> <p>needed for pain. Neither physician order for Norco included parameters to indicate when the medications should be given.</p> <p>Pain Assessment, signed 1/22/24, shows R98 had a pain frequency he described as almost constantly, that frequently interfered with day-to-day activities, that occasionally had effect on his sleep, and almost constantly interfered with his therapy activities. R98 described his worst pain in the prior five days as a 0 out of 10 with zero being no pain and ten being the worst pain he could imagine. R98 stated his most recent pain was a 9 out of 10.</p> <p>MDS (Minimum Data Set), dated 12/10/23, shows R98's cognitive status was intact.</p> <p>On 2/5/24 at 11:18 AM, R98 was rubbing his right wrist and stated, "It has been rough." R98 stated his right hand/wrist was in much pain. R98 stated he was receiving his prescribed pain medications, but they were not relieving the pain in his right hand. R98 described his current right wrist pain as 8 on a scale of 10 with 10 being excruciating pain. R98 stated he received his medication earlier that morning, but the nurse had not returned to ask if the medication was effective. R98 stated after receiving his prescribed pain medication, the pain in his right wrist was only reduced to a 7 or 8 on a scale of 10. R98 stated his pain was never relieved to a 0 out of 10. R98 stated he would consider his right wrist pain as relieved if his pain level was reduced to a 3 or 4 out of 10. R98 stated while he was in the hospital, he was receiving the same dose of his Norco every 4 hours which was better relieving his pain. R98 stated he was currently receiving his Norco every 6 hours and his pain was much better relieved. R98 stated he had not yet seen a</p>	S9999		

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S9999	<p>Continued From page 9</p> <p>physician or nurse practitioner/physician assistant since he had been admitted to the facility. R98 stated he had asked his nurse to change his Norco dose to every four hours, but was told, "When the doctor comes, we will ask." R98 stated his physician or physician representative was supposed to see him once a week, but R98 had not yet seen one of them since he was admitted. R98 stated he had been very uncomfortable due to his right wrist pain.</p> <p>On 2/5/24 at 11:52 AM in R98's room with R98, V44 (Registered Nurse) stated R98 "will really ask for 2 [pain pills] - he says it helps. He says zero." R98 stated she gave R98 his pain medication that morning prior to 9:00 AM but had not yet asked him if it was effective because she had been busy. R98 responded to V44 and told her his pain was never reduced to a 0 out of 10 and asked V44 to ask his physician if he could change his scheduled pain medication to every four hours instead of every 6 hours as it was scheduled in the hospital. V44 responded she would call R98's physician to request the pain medication change.</p> <p>MAR (Medication Administration Record), dated 2/1/24 to 2/29/24, shows R98's pain medication included Norco oral tablet 10-325 mg (milligrams) 2 tablets every six hours as needed which was ordered 1/22/24. The MAR shows no numerical measurement of pain effectiveness after the administration of R98's pain medication and each administration was responded to as "E" for effective. The MAR shows R98 received the Norco 2 tablets on: 2/1/24 at 11:58 AM for a pain level of 9 and marked "E" with no numerical measurement of pain. 2/2/24 at 9:38 AM for a pain level of 9 and</p>	S9999		

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S9999	<p>Continued From page 10</p> <p>marked "E" with no numerical measurement of pain. 2/2/24 at 6:14 AM for a pain level of 10 and marked "E" with no numerical measurement of pain. 2/3/24 at 10:28 AM for a pain level of 8 and marked "E" with no numerical measurement of pain. 2/3/24 at 7:40 PM for a pain level of 7 and marked "E" with no numerical measurement of pain. 2/4/24 at 8:26 AM for a pain level of 8 and marked "E" with no numerical measurement of pain. 2/5/24 at 9:43 AM for a pain level of 8 and marked "E" with no numerical measurement of pain.</p> <p>MAR, dated 2/1/2024-2/29/24, shows a physician order (dated 1/22/24) for "Pain assessment every shift every shift for pain. The MAR shows R98 was recorded to have a pain level of zero every shift from 2/1/2024 to 2/5/2024 except for second shift 2/2/24 (2 out of 10) and 2/5/24 (7 out of 10).</p> <p>On 2/06/24 at 3:20 PM, V2 (Director of Nursing) stated it was her expectation that nurses reassessed a resident 15-30 minutes after the administration of pain medication is provided to see if the pain medication was effective. V2 reviewed R98's MAR and pain administration showing R98 described his pain at levels 7-10 and stated R98 was not receiving effective pain management.</p> <p>On 2/07/24 at 12:29 PM, V43 (Physician) stated he did not recall facility nursing reporting any of R98's pain level numbers to him. V43 stated he had a history of difficulty managing R98's pain and previously worked with non-narcotics such as</p>	S9999		

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S9999	<p>Continued From page 11</p> <p>gabapentin to avoid blood pressure complications for R98. V43 stated R98 lived in chronic pain and during R98's recent hospitalization, R98's pain management was front and center. V43 stated if the facility had called him to report R98's pain was not effectively relieved, he would have ordered alternative pain management treatments to relieve R98 of pain if his current regime was not effective. V43 stated, "I don't want people to be in pain."</p> <p>Pain care plan provided by V1 (Administrator) on 2/8/24 and revised on 1/26/24, shows R98 had generalized body aches and pain related to depression and diabetic neuropathy. The care plan fails to show R98 has pain associated with is right hand. Interventions include "Monitor/record/report to nurse resident complaints of pain or requests for pain treatment. Notify physician if interventions are unsuccessful or if current complaint is a significant change from residents past experience of pain." The interventions fail to show nursing was to reassess R98 for the effectiveness of his pain medication after administration.</p> <p>Facility Pain Management policy/procedure, reviewed 12/17/23, shows, "The facility will provide adequate pain assessment and management so that residents attain or maintain the highest practicable physical, mental, and psychosocial well-being.... 1. Evaluate the resident for pain upon admission, during periodic scheduled assessments, and with change in condition or status (e.g., after a fall, with change in behavior or mental status). 2. Behavioral signs and symptoms that may suggest the presence of pain include but are not limited to: ...e. Bracing, guarding or rubbing.... 3.</p>	S9999		

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6002174	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 02/08/2024
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NAME OF PROVIDER OR SUPPLIER PEARL OF ORCHARD VALLEY	STREET ADDRESS, CITY, STATE, ZIP CODE 2330 WEST GALENA BOULEVARD AURORA, IL 60506
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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
S9999	<p>Continued From page 12</p> <p>Assessment and evaluation by the appropriate members of the interdisciplinary team may include: a. Asking the patient to rate the intensity of his/her pain using a numerical scale or a verbal or visual descriptor that is appropriate and preferred by the resident.... c. Identifying key characteristics of the pain (Examples: Duration, Frequency, Location, Onset, Pattern, and Radiation) d. Obtaining descriptors of the pain (Examples: Aching, Burning, Throbbing, Tingling, Stabbing), e. Determining factors that make the pain better or worse, f. Identifying recent exacerbations of chronic pain, g. Impact of pain on quality of life.... j. The resident's goals for pain management and his/her satisfaction with the current level of pain control. k. The effectiveness of specific drugs and other treatments used in the past to treat pain. 4. IF the resident's pain is not controlled by the current treatment regimen, the practitioner should be notified. 5. The interdisciplinary team and the resident collaborate to arrive at pertinent, realistic, and measurable goals for treatment.... 9. The interdisciplinary team is responsible for developing a pain management regimen.... 11. Reassess patients with pain regularly based on the facility's established intervals. 12. If when re-evaluated, findings indicate pain is not adequately controlled, revise the pain management regimen and plan of care as indicated."</p> <p>"B"</p>	S9999		