

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000103	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 04/18/2024
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NAME OF PROVIDER OR SUPPLIER ALDEN DEBES REHAB & HCC	STREET ADDRESS, CITY, STATE, ZIP CODE 550 SOUTH MULFORD AVENUE ROCKFORD, IL 61108
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S 000	Initial Comments Investigation of Facility Reported Incident of April 9, 2024/IL172041	S 000		
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b)3)4) 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 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. 3) All nursing personnel shall assist and encourage residents so that a resident who is	S9999		

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

TITLE

(X6) DATE
05/03/24

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S9999	<p>Continued From page 1</p> <p>incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</p> <p>4) All nursing personnel shall assist and encourage residents so that a resident's abilities in activities of daily living do not diminish unless circumstances of the individual's clinical condition demonstrate that diminution was unavoidable. This includes the resident's abilities to bathe, dress, and groom; transfer and ambulate; toilet; eat; and use speech, language, or other functional communication systems. A resident who is unable to carry out activities of daily living shall receive the services necessary to maintain good nutrition, grooming, and personal hygiene.</p> <p>Section 300.3240 Abuse and Neglect 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>This REQUIREMENT is not met as evidenced by:</p> <p>Based on observation, interview and record review, the facility to ensure a resident's right to be free from neglect for 1 of 3 residents (R1) reviewed for neglect in the sample of 5. This failure resulted in R1 lying in urine for hours causing embarrassment and emotional distress.</p> <p>The findings include:</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>R1's face sheet showed an 88-year-old female admitted to the facility on 4/5/24 with diagnosis of acute cystitis with hematuria, syncope and collapse, acute kidney failure, obstructive sleep apnea, hypertension, history of falling, adult failure to thrive, and urinary tract infection.</p> <p>On 4/18/24 at 10:41 AM, R1 was in her room. R1 became tearful and her crying increased as she spoke about the incident night of 4/9/24. R1 said "I done forgot about that girl. She didn't want to help me go to the bathroom. I put the call light on waited hours and started calling out "nurse, nurse." She had a nasty remark. She didn't want to be bothered with me. I wet myself. I feel like she was abusive to me. You got to have a decent attitude. I don't think she is qualified to take care of people. Some people got jobs they ain't cut out for, but they think they are. I prayed and hoped I made it through the night. I felt afraid to ask for help. She was the one waiting on me. You don't want to call that person to come back in. I hate to say it but that's the way I feel. I was embarrassed that I had to wet myself."</p> <p>On 4/18/24 at 9:41 AM, V7 (Registered Nurse/RN) said R1 alert and oriented x 3. "If I was told a resident had not been changed all night and was upset, I would report it to management. If it's true, then someone did not perform their duties. I would call it neglectful if it's true."</p> <p>On 4/18/24 at 9:48 AM, V8 (Certified Nursing Assistant/CNA) said the morning of 4/10/24, R1 told her nobody changed her all night. "I got her up and cleaned up, washed her good. R1's bed was wet all the way to the mattress. I reported it to V1 (Administrator) as soon as I cleaned her up.</p>	S9999		

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S9999	<p>Continued From page 3</p> <p>It felt like that was neglect on the patient. We give report that she gets up to the bathroom. Normally she gets up to the bathroom and doesn't wet herself. She is very aware of her surroundings. She was very upset and embarrassed. Honestly, as wet as she was, I don't think she was changed or toileted at all. I know she is continent, and she lets you know when she needs to use the bathroom. She'll put her call light on. If you leave them in their urine too long their skin can start breaking down and leave bedsores."</p> <p>On 4/18/24 at 2:24 PM, V11 (R1's daughter) said she arrived at the facility around 10:00 AM on 4/10/24. R1 told her that during the night she put her call light on to tell staff she needed to go to the bathroom. R1 said a staff person answered the call light and told her to go (urinate) in her undergarment and moved the call light away from her. She (R1) was angry and embarrassed. "V1 (Administrator) was in a meeting, and I had to get back to work so I left a note on V4 (Admissions Director's) desk at 11:10 that morning that I wanted to speak to him about the situation. I also told the nurse on duty about it. This incident has changed her mood. I would not say it was abuse. I would say it was neglect. They neglected to attend to her care needs."</p> <p>On 4/18/24 at 3:08 PM, V8 said when she went in R1's room on 4/10/24, the call light was out of R1's reach.</p> <p>R1's 4/5/24 transfer evaluation showed she required 2 persons to transfer. R1's 4/5/24 care plan showed she was admitted to the facility for a skilled stay requiring physician ordered, medically necessary services including skilled nursing care, management and evaluation of the care plan, observation, and assessment of the patient's</p>	S9999		

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S9999	<p>Continued From page 4</p> <p>condition and/or teaching and training activities related to the reason for the stay or in preparation to transition to a lesser care environment. R1's care plan showed the intended discharge location was home and R1 was unable to turn side to side independently.</p> <p>R1's 4/12/24 facility assessment showed cognitively intact, required partial/moderate assistance to toilet and was occasionally incontinent of bladder and bowel.</p> <p>R1's 4/9/24 antibiotic therapy note showed she was on an antibiotic for a urinary tract infection.</p> <p>The facility's 2/2017 Abuse Policy showed the facility affirms the right of our residents to be free from abuse, neglect Neglect is the failure to provide goods and services necessary to avoid physical harm, mental anguish, mental illness, or in the deterioration of a resident's physical or mental condition.</p> <p>The facility's reported incident showed V6 (an unnamed Certified Nursing Assistant/CNA) was investigated for resident neglect as R1 was dissatisfied with care. An interview with a CNA Supervisor showed V6 was not always the most pleasant. An interview with V10 (R1's daughter) was actually done with V11 (R1's other daughter and power of attorney). The investigation showed V11 said R1 was changed during the night (contrary to surveyor interview). An interview with V8 (CNA) showed R1 told her she had been soiled a long time when she was found soiled the morning of 4/10/24. This interview showed R1 was saturated in urine and all linens had to be changed. An interview with R1 showed V6 told R1 to go (urinate) in her brief and she was left in her urine for hours. R1 also said the call light was not</p>	S9999		

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S9999	Continued From page 5 within reach. This report showed V6 was let go due to poor performance. "B"	S9999		