STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0049759	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 09/11/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
WEST SUBURBAN NURSING & REHAB CENTER	311 EDGEWATER DRIVE , BLOOMINGDALE, Illinois, 60108

(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) COMPLETION DATE
S0000	Initial Comments Complaint Investigations 2578285/2603993, 2578438/2602585	S0000		09/26/2025
S9999	Final Observations Statement of Licensure Violations (1 of 2): 300.610a) 300.1210b) 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. Section 300.3210 General t) The facility shall ensure that residents are not subjected to physical, verbal, sexual or psychological abuse, neglect, exploitation, or misappropriation of property.	S9999		09/26/2025

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 0049759	(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING	(X3) DATE SURVEY COMPLETED 09/11/2025

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S9999	Continued from page 1 These requirements were not met as evidenced by: Based on observation, interview, and record review, the facility failed to ensure residents were informed in a language and terminology they understood when a third-party vendor enrolled residents in a new Medicare Advantage plan at the facility. This situation resulted in R23 displaying psycho-social symptoms including emotional upset and crying when discussing the changes to his insurance he was not aware of. This applies to 3 of 17 residents (R1, R19, and R23) reviewed for changes to Medicare Advantage plans in the sample of 23. The findings include: 1. On September 2, 2025, at 12:36 PM, R1 was sitting in his room. R1 said several weeks ago he signed up for a new insurance plan. R1 said, "I didn't understand what I was signing up for. [V3] (SSD-Social Service Director) talked me into it. Then after I signed up for it, I found out I wouldn't be able to get my cancer medication and I was panicking because I need my medication. I didn't understand the new insurance would change what was covered. Then I had to just keep begging them to change my insurance back to what I had. I've been very upset about this situation." The EMR (Electronic Medical Record) shows R1 was admitted to the facility on September 22, 2023 with multiple diagnoses including, COPD (Chronic Obstructive Pulmonary Disease), dementia, generalized anxiety disorder, hypertension, anemia, insomnia, history of skin cancer, major depressive disorder, epilepsy, cognitive communication deficit, lack of coordination, leukemia, toxic encephalopathy, urine retention, bipolar disorder, and psychosis. R1's MDS (Minimum Data Set) dated June 19, 2025 shows R1 has moderate cognitive impairment, is independent with bed mobility, requires setup assistance with eating, and supervision with all other ADLs (Activities of Daily Living). R1 is always continent of bowel and bladder. On September 2, 2025, at 10:02 AM, V2 (DON-Director of Nursing) said, "Our facility is working with [outside insurance vendor] Managed Care plan and they take over Medicare and Medicaid. [R1] is no longer part of the new plan. He signed up for the new plan, and there was a window of time where we couldn’t do much with it. His doctor was able to get [R1's] cancer medications through his old insurance plan. They did not think they would be able to get the cancer medications through the	S9999		

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S9999	Continued from page 2 new Managed Care plan at the facility. [R1] wanted his old insurance plan reinstated, and so we had to help with that. There were a few days of time for that transition to occur." 2. On September 9, 2025 at 10:35 AM, R19 was lying in bed in his room. R19 was speaking with a very thick accent and said his first language is Polish. R19 said "Signing up for that new [Medicare Advantage plan] was a joke. [V3] (SSD) brought an insurance guy around, and asked if I would meet him. The insurance guy told me if I signed up, I would get a visit from a nurse practitioner every other week. The guy cheated me and didn't tell me everything, like the fact that I don't get to keep my doctor. He made it sound like we were going to get more services, not less. I don't want to be signed up for that insurance. I didn't understand what I was signing." The EMR (Electronic Medical Record) shows R19 was admitted to the facility on August 5, 2021 with multiple diagnoses including, mononeuropathy of left lower limb, PVD (Peripheral Vascular Disease), hypertension, heart disease, spleen infarction, depression, anemia, spinal stenosis of the cervical region, post-laminectomy syndrome, low back pain, thoracic aortic aneurysm, anxiety disorder, adjustment disorder, and presence of prosthetic heart valve. R19's MDS (Minimum Data Set) dated July 8, 2025 shows R19 is cognitively intact, requires setup assistance with eating and lower body dressing, supervision with oral and personal hygiene, substantial/maximal assistance with showering and personal hygiene, and is dependent on facility staff for all other ADLs. R19 is frequently incontinent of urine, and always incontinent of stool. R19's Medicare Advantage Plan Enrollment Form dated August 20, 2025 shows, "Select the plan you want to join:" The box is checked next to: [outside insurance vendor] (HMO I-SNP- Health Maintenance Organization Institutional Special Needs Plan). The Enrollment Form continues to show R19's name, date of birth, gender, permanent address as the facility, and R19's Medicare Number. R19's signature is typed in a cursive font as the signature on the Enrollment Form acknowledging R19 read and understood the Enrollment Form. The Enrollment Form continues to show V15 (Agent) as the individual "helping enrollee with completing this form only." On September 4, 2025 at 12:15 PM, V9 (Son of R19) said, "I did not know [R19's] Medicare Advantage plan was changed. No one ever called me. I have Power of	S9999		

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S9999	Continued from page 3 Attorney for [R19]. I do not trust that my father could make a decision for changing his health plan. English is not his first language, and I would not be confident he understood what he was signing. He speaks Polish." The facility does not have the documentation to show R19 has a Power of Attorney or Healthcare Surrogate form, or that V9 (Son of R19) was contacted regarding R19's Medicare Advantage plan. 3. On September 9, 2025, at 1052 AM, R23 was sitting in a wheelchair in the hallway outside of his room. R23 said, "I signed some papers the other day, but they didn't tell me it meant I was getting a new doctor and a new nurse practitioner. I didn't understand it. I want to go back, but I have to wait. They lied to us." R23 became tearful and started crying out loud, saying he has many health problems including Parkinson's disease and depression and this insurance change was causing him to feel sadder and more depressed. The EMR shows R23 was admitted to the facility on February 21, 2023 with multiple diagnoses including, degenerative disease of the basal ganglia, Parkinsonism, Type 2 diabetes, anxiety disorder, depression, repeated falls, abnormalities of gait and mobility, and Parkinson's disease. R23's MDS dated July 22, 2025 shows R23 is cognitively intact. R23's Medicare Advantage Plan Enrollment Form dated August 19, 2025 shows, "Select the plan you want to join:" The box is checked next to: [outside insurance vendor] (HMO I-SNP). The Enrollment Form continues to show R23's name, date of birth, gender, permanent address as the facility, and R23's Medicare Number. R23's signature is typed in a cursive font as the signature on the Enrollment Form acknowledging R23 read and understood the Enrollment Form. The Enrollment Form continues to show V15 (Agent) as the individual "helping enrollee with completing this form only." On September 3, 2025 at 9:41 AM, R3 was sitting in the hallway in his wheelchair. R3 said he was approached by V3 (SSD) to ask if R3 wanted to hear a presentation regarding insurance. R3 said he would gladly hear about it, but decided not to do it because he didn't like the sound of it. R3 said he has had the same insurance company his whole life and he did not want to change from that. R3 said, "Then when I said no, [V3] came back to my room and was asking me why I didn't want the new insurance. I felt like he was pressuring me to change to their preferred insurance, which seemed	S9999		

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S9999	Continued from page 4 unethical and makes me not trust [V3] anymore." R3's MDS dated June 11, 2025 shows R3 is cognitively intact. On September 4, 2025 at 11:57 AM, V1 (Administrator) said the facility does not have a policy regarding obtaining consents. V1 provided the undated Illinois Long-Term Care Ombudsman Program Residents' Rights for People in Long-Term Care Facilities brochure provided to every resident upon admission. The brochure shows, "Your rights to participate in your own care: You have a right to complete information about your medical condition and treatment in a language that you can understand. Your rights as a citizen and a facility resident: If a court of law has appointed a legal guardian for you, your guardian may exercise your rights for you. If you have named an agent under a Power of Attorney for Health Care, our agent may exercise your rights for you." (B) 2 of 2: 300.610a) 300.1010h) 300.1210b) 300.1210d)3)4)A) 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 300.1010 Medical Care Policies h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain	S9999		

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S9999	Continued from page 5 and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification. 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. 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: 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. 4) Personal care shall be provided on a 24-hour, seven-day-a-week basis. This shall include, but not be limited to, the following: A) Each resident shall have proper daily personal attention, including skin, nails, hair, and oral hygiene, in addition to treatment ordered by the physician. These requirements were not met as evidenced by: Based on observation, interview, and record review, the facility failed to follow their policy to ensure a resident received routine and emergency dental services in a timely manner. This failure resulted in R1 experiencing severe pain and requiring a tooth extraction. This applies to 1 of 3 residents (R1) reviewed for dental services in the sample of 23. The findings include: On September 2, 2025, at 12:36 PM, R1 was sitting in his room. R1 had a piece of rolled up gauze in his	S9999		

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S9999	Continued from page 6 mouth and said he had a tooth pulled on August 30, 2025. R1 said, "I lost the filling back in May (2025) and have been telling so many people here that I needed to see the dentist, including [V3] (SSD-Social Service Director). I even called [V7] (Ombudsman) to help me because the pain has been so bad. When they finally got me to see the dentist, he wasn't able to replace the filling and my only choice was to have the tooth pulled. If only they would have let me see him sooner." The EMR (Electronic Medical Record) shows R1 was admitted to the facility on September 22, 2023 with multiple diagnoses including, COPD (Chronic Obstructive Pulmonary Disease), dementia, generalized anxiety disorder, hypertension, anemia, insomnia, history of skin cancer, major depressive disorder, epilepsy, cognitive communication deficit, lack of coordination, leukemia, toxic encephalopathy, urine retention, bipolar disorder, and psychosis. R1's MDS (Minimum Data Set) dated June 19, 2025 shows R1 has moderate cognitive impairment, is independent with bed mobility, requires setup assistance with eating, and supervision with all other ADLs (Activities of Daily Living). R1 is always continent of bowel and bladder. The facility's Concern Form dated May 16, 2025 completed by V7 (Ombudsman) shows multiple concerns including, "…3. Needs to see a dentist." On September 8, 2025, at 3:37 PM, V7 (Ombudsman) said she completed the grievance form for R1 on May 16, 2025 but did not submit R1's grievances to V1 (Administrator) until May 19, 2025 at 8:45 AM via email. V7 provided documentation to show V1 received her grievance on behalf of R1 on May 19, 2025 at 11:25 AM. V7 said she spoke to V11 (RN-Registered Nurse) regarding referrals to the dentist in mid-June 2025. On June 16, 2025 at 1:59 PM, V11 (RN) documented, "Writer called [V12] (Insurance Case Manager) to fax doctor list for urologist, eye doctor, dental, audiologist doctor. He said he will fax the doctor list for urologist, eye doctor, dental, audiologist doctor. Will f/u (Follow up). Writer provided the fax number for the facility." On September 2, 2025 at 11:04 AM, V3 (SSD) said, "Anytime a resident, nurse, or anybody asks, I will reach out to the dentist. He comes every Tuesday. Last week, he wasn't able to make it, so he came this past Saturday. I email the dentist if someone needs to be seen."	S9999		

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S9999	Continued from page 7 On September 9, 2025 at 11:05 AM, V11 (RN) said, "I notified the social worker back in June that [R1] needed to see a dentist. I used the communication tool in our EMR to communicate with him. I can tell you the exact date I communicated the request to see the dentist and audiologist to [V5] (SSD). It was June 16, 2025. I can tell by looking at my documentation in the medical record." V11 continued to show the process of using the communication feature in the EMR and showed her nursing progress note dated June 16, 2025. The facility's Admission/Re-Admission Screener for R1 dated July 2, 2025, signed by V10 (RN-Registered Nurse) shows "12. Teeth/Dentures: 1. Own teeth – yes. …4. Broken or carious teeth? Yes." The facility does not have documentation to show facility staff followed up on the list of providers for R1 from his insurance provider. The facility does not have documentation to show R1 was seen by the dentist following the grievance dated May 16, 2025, or following the communication by V11 to social services on June 16, 2025, or following the assessment of dental concerns on the nursing assessment documentation dated July 2, 2025. The undated dental list provided by the facility does not show R1 was seen by the dentist during the dental visits at the facility from January 2025 through July 2025. Facility documentation shows R1's last dental visit at the facility was April 26, 2024. The Dental Consult form, dated April 26, 2024, shows V13 (Dentist) documented R1 received a dental exam and needed extractions of teeth number 8 and 9, "asap" (as soon as possible). The facility does not have documentation to show R1 was seen by the dentist following the dental exam on April 26, 2024, or that R1 refused to have the two teeth extracted as recommended by V13. The Dental Consult form dated August 27, 2025 shows R1 received a dental exam by V13, and R1 had red, puffy tissue, lost a filling in tooth number 19, and had continuing pain. V13 ordered an antibiotic for R1 and recommended an extraction of the tooth at the next visit. The Dental Consult form dated August 30, 2025 shows R1 had an extraction of tooth number 19, and recommended extractions of two teeth, number 9 and 10 at the next visit.	S9999		

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S9999	Continued from page 8 On September 9, 2025 at 9:28 AM, V13 (Dentist) provided a timeline of his dental visits with R1, beginning on August 27, 2025. V13 said he visits the facility weekly. V13 said he sees residents routinely who are signed up for the dental program, and will see any resident in the facility, upon request, including residents who are not enrolled in the dental program. V13 said the last time he examined R1 prior to August 27, 2025 was on April 26, 2024, when V13 recommended extraction of two different teeth (8 and 9). V13 said, when he examined R1 on August 27, 2025, R1 had a lot of pain, swelling, and infection present due to a lost filling in tooth number 19. V13 was not able to extract the tooth on August 27, 2025 due to the swelling and infection and prescribed antibiotics with the plan to return to the facility in a few days to extract the tooth. V13 said he returned on August 30, 2025 to extract tooth number 19, and returned to the facility on August 31, 2025 for a post-operative follow-up and found R1 was experiencing a condition called dry socket. V13 said he again returned to the facility on September 2, and 7, 2025 due to R1 experiencing pain, and again on September 8, 2025 due to pain. V13 said if R1 had received prompt dental care when he voiced concerns regarding the lost filling, the tooth pain and infectious process R1 experienced could have been prevented. The facility's undated policy entitled "Dental Services" shows: "Policy: it is the policy of the facility to provide medically related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident. This includes meeting any need for dental/denture care to include routine as well as emergency indicated services. Procedure: 1. A licensed nurse will conduct a comprehensive, accurate, standardized assessment of each resident's functional capacity to include dental status. Note: Dental condition status refers to the condition of the teeth, gums, and other structures of the oral cavity that may affect the resident's nutritional status, communication abilities or quality of life. The assessment should include the need for and use of dentures or other dental appliance(s). 2. These assessments will be conducted initially upon admission, quarterly, annually, and when there is a significant change in the resident's condition that affects the oral cavity. …6. The assessing nurse will physically inspect the resident's mouth (oral cavity) for any abnormalities. 7. The assessing nurse will monitor for: …Darkness on a tooth (likely decay) or broken natural teeth, bleeding or loose teeth, mouth, or facial pain – discomfort or pain when chewing. Note: Negative findings will be immediately addressed. The attending	S9999		

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S9999	Continued from page 9 physician will be notified as well as the facility's dental provider. The DON (Director of Nursing), MDS (Minimum Data Set) Coordinator, and SSD will also be notified as well as the resident or their responsible party. 8. SSD will work with the resident, family, physician, and the dental provider to coordinate timely care. This includes arranging transportation and staff accompaniment as needed…" (B)	S9999		