

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTIONS		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 3000376		(X2) MULTIPLE CONSTRUCTION A. BUILDING B. WING		(X3) DATE SURVEY COMPLETED 04/11/2026	
NAME OF PROVIDER OR SUPPLIER ARCADIA CARE HAVANA				STREET ADDRESS, CITY, STATE, ZIP CODE 609 NORTH HARPHAM STREET , HAVANA, Illinois, 62644			
(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 First Complaint Certification Revisit to Survey date 3/12/26, Complaint 2622452/2789771.		S0000			04/30/2026	
S9999	Final Observations Statement of Licensure Violations: 300.610a) 300.1210b) 300.3210a)2)A)B)C) 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. Section 300.3210 General a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by State or federal law, the Constitution of the State of Illinois, or the Constitution of the United States solely on account of the resident's status as a resident of a facility. 2) Residents shall have their basic human needs,		S9999			04/30/2026	

Office of Primary Care and Health Systems Management

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE
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S9999	Continued from page 1 including but not limited to water, food, medication, toileting, and personal hygiene, accommodated in a timely manner, as defined by the person and agreed upon by the interdisciplinary team. A) A facility shall treat each resident with respect and dignity and care for each resident in a manner and in an environment that promotes maintenance or enhancement of the resident's quality of life, recognizing each resident's individuality. B) A facility shall protect and promote the rights of the resident. C) Residents have the right to reside in and receive services in the facility with reasonable accommodation of their needs and preferences except when to do so would endanger the health or safety of the resident or other residents. These Requirements were not met as evidenced by: Based on observation, interview, and record review, the facility failed to provide assistance with obtaining electronic monitoring in R1's room and failed to implement all aspects of the facility plan of correction for rights to personal property for one of three residents (R1) reviewed for resident's rights in a sample of five. These failures resulted in R1 experiencing psychosocial distress including elevated anxiety, increased paranoia, verbal expressions of anger, and self-isolation due to the inability to monitor their own room. Findings include: The State of Illinois Electronic Monitoring in Long-Term Care Ombudsman Program Booklet dated, 12/2017, documents "The Authorized Electronic Monitoring in Long-Term Care Facilities Act provides a way for residents of long-term care facilities and their families to help ensure that residents receive the best care possible. Types of Monitoring Devices: A resident may choose a device that meets their needs: Video and/or audio recording or Streaming (broadcasting) capabilities." The facility's Electronic Monitoring Devices-Resident Rooms Policy, un-dated, documents "(1) Purpose: The purpose of this policy is to provide the Facility, guidance on compliance with The Authorized Electronic Monitoring in Long-Term Care Facility's Act (Public Act 099-0420) and to ensure that each resident right to privacy is maintained."	S9999		04/30/2026

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S9999	Continued from page 2 The Illinois Authorized Electronic Monitoring in Long-term Care Facility's Act Section 10 documents, "Section 10: Authorized Electronic Monitoring. A) A resident shall be permitted to conduct authorized electronic monitoring of the resident's room through the use of electronic monitoring devices placed in the room pursuant to this act. Section 25. Cost and installation: B) If a resident chooses to install an electronic monitoring device that uses internet technology for visual or audio monitoring, then the resident is responsible for contracting with an Internet service provider. C) The facility shall make a reasonable attempt to accommodate the resident's installation needs, including, but not limited to, allowing access to the facility's telecommunications or equipment room. A facility has the burden of proving that requested accommodation is not reasonable." R1's Admission Record documents R1 is an 82-year-old female admitted to the facility on 1/23/25 with the following, but not limited to, diagnoses: Hemiplegia and Hemiparesis following a Cerebral Infarction, Anxiety, and Restless Leg Syndrome. R1's MDS Assessment, dated 1/1/26, documents R1 had a mood score of 12, indicating R1 had moderate depression. R1's MDS (Minimum Data Set) Assessment, dated 4/3/26, documents R1 is cognitively intact, and a mood score of 18, indicating R1 has moderately severe depression and indicating R1's depression has increased since the prior MDS Mood Assessment on 1/1/26. This same MDS documents R1 had no behaviors directed towards herself or others. R1'S Social Service Look Back Summary, dated 1/1/26, initially identified R1 as having moderate depression. However, by the subsequent review on 4/1/26, R1's condition had clinically declined, with documentation now indicating a shift to moderately severe depression. R1's Social Service Notes, Progress Notes, and Care Plan, dated 3/14/26 (date of facility's plan of correction) through 4/10/26 do not address R1's increased anxiousness, depression, and paranoia or R1's request for an electronic monitoring device for R1's room. The facility's Plan of Correction for Rights to Personal Property, dated of 3/14/26, states "Facility to ensure to provide assistance to (R1) with	S9999		04/30/2026

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S9999	Continued from page 3 obtaining electronic monitoring." On 4/10/26 at 11:38 AM R1 was sitting in her recliner visibly anxious and distressed. R1 stated, "I'm just so worked up, anxious, and perturbed sitting here. The facility had me sign a consent for a camera, but then no staff member has given me any options or even a hint on how to go about setting my camera up. I don't even need internet for my camera, but they say I do. They told me it would cost a lot just for installation of internet if I do need internet. I can use my phone on my own so I know I can work my camera. I honestly feel like management is intentionally making this as difficult as possible for me. They won't even speak to me about it. Just yesterday, I left my room for lunch and came back to find my recliner chair cushion gone! If I already had my camera set up like I wanted, I'd know exactly what happened to it. I have had money come up missing in the past as well and I know someone is stealing from me. I am so depressed even leaving my room thinking my things are going to keep coming up missing, that I have stayed in my room for a few days straight before." At this time no electronic monitoring device was observed in R1's room. On 4/10/26 at 11:50 AM V4/Social Service Director verified she had not discussed private internet options or pricing with R1. Furthermore, she has taken no action to help R1 secure electronic monitoring for their room, stating she is awaiting further instructions from facility management. V4 claimed she was unaware of the Plan of Correction requirement for her to assist R1 with the monitoring equipment, noting that no one had informed her of this responsibility. V4 also stated she was unaware that there were options for camera surveillance that does not require internet. On 4/10/26 at 11:56 AM V1/Administrator in Training stated, "I have not assisted or provided (R1) with options for getting (R1's) camera set up in her room. (V7/Facility's Compliance Officer) told me (R1) is responsible for purchasing her own private internet in order to set up a camera in (R1's) room. That's all I have told (R1) because I was not given any further guidance." V1 confirmed the facility failed to adhere to the Plan of Correction regarding R1's right to personal property, which had a compliance deadline of 3/14/26. Despite the plan's requirement to assist R1 in obtaining electronic monitoring, V1 verified that this assistance was not provided. On 4/10/26 at 1:45 PM V3/RN/Registered Nurse	S9999		04/30/2026

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S9999	Continued from page 4 stated, "(R1) has wanted an electronic monitoring camera for quite some time. (R1) has thought that staff are stealing money, bank statements, and other items from her. The facility has still not provided (R1) with assistance of setting up her camera. Around three weeks to a month ago, (R1) refused to leave her room for two days because she did not want staff in her room alone because (R1) was afraid the staff would steal from her. (R1) has had an increase in her anxiety since requesting a camera." On 4/10/26 at 2:00 PM V4/Social Service Director stated, "(R1) was really upset over not being able to get a camera to monitor her room. On 3/23/26 and 3/24/26 R1 would not come out of her room because she was thinking staff were stealing from her and did not have a way to monitor her room." On 4/11/26 at 9:50 AM V8/CNA/Certified Nursing Assistant stated, "(R1) was very paranoid and was accusing staff of stealing money, personal items, and her wheelchair cushion. (R1) wanted a camera so she could monitor her room anytime she left her room. Around two to three weeks ago, (R1) was self-isolating herself to her room because she was afraid if she left her room someone would steal from her." (B)			S9999			04/30/2026