

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 06/02/2008
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145220	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED R 02/25/2008
NAME OF PROVIDER OR SUPPLIER IMPERIAL OF HAZEL CREST			STREET ADDRESS, CITY, STATE, ZIP CODE 3300 WEST 175TH STREET HAZEL CREST, IL 60429		
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{F 332} F9999	Continued From page 25 administer to R15 and the physician's order. E10 reviewed the POS and stated, "I went by the MAR." This review indicated a dosage error due to lack of clarification of the physician's orders. FINAL OBSERVATIONS LICENSURE VIOLATION 300.1210a) 300.1210b)2) 300.1210b)3) 300.1210b)5) 300.3240a) Section 300.1210 General Requirements for Nursing and Personal Care a) The facility must provide the necessary care and services to attain to maintain the highest practicable physical, mental, and psychosocial well-being of the resident, in accordance with each resident's comprehensive assessment and plan of care. 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. b) General nursing care shall include at a minimum the following and shall be practiced on a 24-hour, seven day a week basis: 2) All treatments and procedures shall be administered as ordered by the physician. 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	{F 332} F9999			

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F9999	<p>Continued From page 26</p> <p>made by nursing staff and recorded in the resident's medical record.</p> <p>5) A regular program to prevent and treat pressure sores, heat rashes or other skin breakdown shall be practiced on a 24 hour, seven day a week basis so that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that the pressure sores were unavoidable. A resident having pressure sores shall receive treatment and services to promote healing, prevent infection, and prevent new pressure sores from developing.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>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>These requirements are not met as evidenced by:</p> <p>Based on observation, clinical record review, record reviews of the facility's pressure sore policy and procedures, staff interview and other interviews the facility failed to ensure that that three sampled residents were free from neglect. The facility failed to comprehensively identify and assess each pressure sore developed and obtain a physician's order for treatment of newly developed pressure sores, provide treatments to pressure sores as ordered, and notify the physician if a resident's pressure sore does not improve or respond to current treatment within seven to fourteen days (per facility's policy). The facility also failed to provide and implement effective interventions to prevent pressure sores in residents at risk, and perform an assessment</p>	F9999			

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F9999	<p>Continued From page 27 and obtain a physician order before treating a newly developed pressure sore.</p> <p>These failures occurred in 3 sampled residents (R3, R19 and R20).</p> <p>These failures resulted in R3 being sent to the local hospital on 01/30/08 immediately after Z2 (attending physician) observed R3 in bed with a pressure sore to the foot that had developed in the facility and had progressed to an infected stage four pressure sore without intervention by staff, and resulted in R19 having a significant change in the status of his wounds without intervention. Both residents required immediate hospitalization for possible bone involvement.</p> <p>R20 developed a stage 2 pressure sore in the facility and received treatment by facility staff to this sore without an assessment or notification of the physician for an order indicating the type of treatment that R20 should receive.</p> <p>Findings include:</p> <p>1) Record review of the facility's pressure sore list did not indicate R3 had pressure sores. E13 (treatment nurse) was interviewed on 01/30/08 at 3:00 p.m. regarding R3 having pressure sores. E13 stated R3 "has no pressure sores." Surveyor told E13 that she would like to observe R3 for pressure sores since R3 is high risk for developing them.</p> <p>At 3:15 p.m. (15 minutes later) E13 approached surveyor and stated, "(Z2, physician of R3) is sending R3 to the hospital because we found a blister." Surveyor interviewed Z2 who was present at the facility during this time regarding a</p>	F9999			

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F9999	<p>Continued From page 28</p> <p>blister found on R3 that required her being sent to a local hospital. Z2 stated, "I'm sending R3 to the hospital because she has a blister on her foot that's infected. It looks pretty bad. It could be osteomyelitis." Upon further interview Z2 stated, "I never heard anything about it (sore to her foot) before today."</p> <p>At 3:25 p.m. surveyor with E13 observed the outer aspect of R3's left plantar area. There was a large necrotic/black blister area with surrounding redness noted to the left plantar site. There was also a necrotic area surrounded by redness to the little toe of R3's left foot. R3's feet/heels were resting on the bed with no lifts/devices in place to prevent pressure sores even though R3 is high risk for development of pressure sores. E13 stated, "No one never told me anything about (R3) having this. I'll assess these areas and give you a copy before R3 is transferred out."</p> <p>E4 (Assistant Director of Nurses) was interviewed at approximately 3:40 p.m. regarding the policy for residents that are high risk for pressure sores. E4 stated, "The staff should do skin checks on residents daily."</p> <p>R3's care plan for incontinence related to Multiple sclerosis with a problem date of 07/31/07 and a goal date of 02/17/08 reads as follows: -Observe skin daily with ADL (activity of daily living) care for any changes such as redness, bruising, break in skin, tender areas and report to nurse. Also R3 has a limited mobility care plan with problem date 07/31/07 and a goal date of 02/17/08 as follows: -Monitor skin for breakdown. There was also a care plan for skin breakdown related to impaired mobility with a problem date of 12/06/07</p>	F9999			

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F9999	<p>Continued From page 29 and a goal date of 03/06/08 which reads as follows: Conduct a systematic skin inspection 2 times weekly. Pay special attention to the bony prominences.</p> <p>On 01/31/08 E13 provided surveyor an assessment of R3's pressure sore this was dated 01/30/08. E13 stated, "I did this assessment before R3 went to the hospital yesterday." The following assessment was documented: Location : Left lateral foot Date of onset: 01/30/08 Onset: Acquired condition. Classification of skin condition: Unstageable Color of wound bed: Black Character of wound bed: Eschar (indicate % in other) 100 Indicate what referrals may be appropriate: Other; sent to ER for eval.</p> <p>Review of the facility's pressure ulcer and wound prevention/management program included the following: 3. resident's skin will be inspected during daily bathing, dressing, showering and incontinency care with special attention to bony prominences by nurse assistant and staff nurses. 4. Weekly skin assessments will be completed for residents who are mild or moderate risk for breakdown. Daily skin assessments will be completed for residents who are high or severe risk for breakdown.</p> <p>R3 is a 49 year old resident with diagnoses including Multiple sclerosis and Depression, and is dependent on staff for assist in all areas of care. R3 was assessed as high skin risk since admission to the facility</p> <p>2. Review of clinical record indicates that R19 is</p>	F9999			

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F9999	<p>Continued From page 30</p> <p>86 years old and was admitted to the facility on 12/10/07 with diagnoses including stroke with left sided weakness and urinary incontinence. R19's cognitive level is independent and requires extensive assist in all area of care except eating due to stroke.</p> <p>Interview with E13 on 02/20/08 at approximately 3:45 p.m. regarding the status of residents with pressure sores in the facility stated: "(R19) was sent to the hospital this morning because his pressure sore had an odor."</p> <p>Upon further interview with E16 (charge nurse 2nd floor) regarding R19 being sent to hospital this a.m., E16 stated, "(R19) went to the hospital today because after the Doctor saw (R19) there was a foul odor from his wounds." E16 continued "(R19) had a slight temperature yesterday." However after two requests by surveyor for the temperature documentation for R19 on 02/19/08, this information was never provided during this survey for review.</p> <p>Review of the POS (physician's order sheet) for R19 dated 02/20/08 at 10:00am indicated an order as follows, "Send (R19) to hospital for stage 4 decubs with foul odor r/o (rule out) sepsis osteomyelitis." Further review of the physician progress notes for this day at 10:01a.m. documented the following: S- r n complaint of wound with foul odor, O-NAD (no apparent distress), hip with stage 4 decub with yellow exudate foul odor-draining. P- left hip ulcer rule out osteomyelitis, sepsis needs I and D bone scan, x-rays at the hospital.</p> <p>The initial skin assessment for R19 was dated 01/14/08 and indicated R19 was admitted with a</p>	F9999			

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F9999	<p>Continued From page 31</p> <p>stage 1 ulcer to buttocks with an onset date of 01/01/08. This is in contradiction to record review which documented that R19 was admitted to the facility on 12/10/07.</p> <p>The next skin assessment is dated 01/23/08 and indicates R19 with a newly acquired stage 2 ulcer to the left outer heel, this ulcer is characterized as pink in color and with no drainage.</p> <p>The next assessment is dated 01/30/08 (approximately 6 weeks after R19 was admitted to the facility) which addresses R19's left and right ischium and indicated that both wounds were acquired in the facility. The left ischium is unstageable and the right ischium is staged at a 4.</p> <p>The final documented assessment regarding R19's right and left ischium is dated 02/15/08 and indicated that the right ischium was still a stage 4 and the left ischium is now a stage 4. Surveyor questioned the possibility of an unstageable wound going to a stage 4.</p> <p>Surveyor then reviewed the facility's treatment sheets for R19 for the weeks prior to R19 going to the hospital. This review indicated that there was a treatment change for R19's wounds on 02/11/08. However this review also indicated that R19 did not receive any treatments for his wounds by the facility staff for 3 days (02/16/08, 02/17/08 and 02/18/08) prior to these wounds deteriorating with signs of infection on 02/20/08.</p> <p>During this day at a later interview regarding the lack of improvement with the new treatment and R19 not receiving treatment for 3 days prior to the deterioration of his wounds, E13 stated, "I wasn't doing treatments/wasn't here those days,</p>	F9999			

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F9999	<p>Continued From page 32 so I don't know what happened."</p> <p>3. Review of clinical record indicates that R20 is 69 years old and was admitted to facility on 12/10/07 with diagnoses including pneumonia, schizophrenia and Dementia. R20's cognitive level is moderately impaired and R20 is totally dependent on staff in all areas.</p> <p>In an interview with E13 on 02/20/08 at approximately 3:45 p.m. regarding the status of residents with pressure sores in the facility, E13 stated: "(R20) has a pressure sore to his left heel that I found this morning. It's a stage 2 that I clean with normal saline and apply wound gel solution."</p> <p>On 02/20/08 at approximately 4:10 p.m. surveyor observed E13 provide treatment to this newly developed, newly identified left heel wound. Surveyor observed a pink, open, circular area approximately the size of a golf ball to R20's left heel. There was no odor or drainage observed. E13 was noted to clean this area with normal saline, apply a clear gel identified as "wound gel" to this area and wrap this area with a Kerlix dressing. E13 and corporate staff were noted to off lift R20's heels from the bed using a rolled blanket.</p> <p>Upon review of R20's clinical record there was no assessment performed for this new site nor was there evidence that Z3 (physician of R20) was notified of this newly developed site to order the type of treatment to use.</p> <p>At approximately 4:30 p.m. E13 was again interviewed regarding treating this left heel without an assessment or a physician's order for</p>	F9999			

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F9999	<p>Continued From page 33</p> <p>the type of treatment to be used. E13 stated, "I talked with (Z3), but I forgot to write it down." Upon further interview E13 stated, "No I didn't assess the left heel wound."</p> <p>This observation interview and record review indicated that E13 provided a treatment to a newly developed pressure sore without the benefit of an assessment or an order for treatment</p> <p>The facility failed to follow the pressure ulcer and wound prevention program and R3's plan of care which included staff inspecting R3's skin daily to monitor for breakdown. Also, the facility failed to provide treatments to R19's pressure sores as ordered for 3 days prior to finding it infected with possible osteomyelitis as a result, the facility neglected to ensure that R3 and R19 received care related to pressure sores.</p> <p>(A)</p>	F9999			