

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

PRINTED: 08/07/2009
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G204	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/14/2009
NAME OF PROVIDER OR SUPPLIER CLEARBROOK EAST			STREET ADDRESS, CITY, STATE, ZIP CODE 3802 SOUTH OLD WILKE ROAD ROLLING MEADOWS, IL 60008		
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W 331 W9999	Continued From page 22 exit since the facility has not fully implemented their plan, and has not had an opportunity to evaluate it's effectiveness. FINAL OBSERVATIONS LICENSURE VIOLATIONS 350.620a) 350.1210 350.1210b) 350.1220j) 350.1230d)1)2) 350.1610b) 350.1610e)1) 350.3240a) Section 350.620 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility which shall be formulated with the involvement of the administrator. The policies shall be available to the staff, residents and the public. These written policies shall be followed in operating the facility and shall be reviewed at least annually. Section 350.1210 Health Services The facility shall provide all services necessary to maintain each resident in good physical health. These services include, but are not limited to, the following: b) Nursing services to provide immediate supervision of the health needs of each resident by a registered professional nurse or a licensed practical nurse, or the equivalent.	W 331 W9999			

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W9999	<p>Continued From page 23</p> <p>Section 350.1220 Physician Services</p> <p>j) The facility shall notify the resident's physician of any accident, injury, or 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.</p> <p>Section 350.1230 Nursing Services</p> <p>d) Direct care personnel shall be trained in, but are not limited to, the following:</p> <ol style="list-style-type: none"> 1) Detecting signs of illness, dysfunction or maladaptive behavior that warrant medical, nursing or psychosocial intervention. 2) Basic skills required to meet the health needs and problems of the residents. <p>e) Sufficient, appropriately qualified nursing staff shall be available, which may include licensed practical nurses and other supporting personnel, to carry out the various nursing service activities.</p> <p>Section 350.1610 Resident Record Requirements</p> <p>b) The facility shall keep an active medical record for each resident. This resident record shall be kept current, complete, legible and available at all times to those personnel authorized by the facility's policies, and to the Department's representatives.</p> <p>e) An ongoing resident record including progression toward and regression from established resident goals shall be maintained.</p>	W9999			

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W9999	<p>Continued From page 24</p> <p>1) The progress record shall indicate significant changes in the resident's condition. Any significant change shall be recorded upon occurrence by the staff person observing the change.</p> <p>Section 350.3240 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>These Regulations were not met as evidenced by:</p> <p>Based on record review and interview, the facility failed to meet the nursing needs of 4 of 4 clients in the sample (R2, R3, R4, R7), with the potential to affect 11 of 11 clients (R6, R8, R9, R10, R11, R12, R13, R14, R15, R16, R17) when the facility failed to:</p> <ol style="list-style-type: none"> 1. Communicate between staff regarding R3's illness, and after a week, R3 was transported to the local hospital and expired. 2. Perform nursing assessments at first sign of R2's illness. R2 was admitted to the hospital with a diagnosis of pneumonia. 3. Communicate between staff R4's difficulty swallowing on 3/18/09 at her Day Training location. R4 presented with rapid, labored breathing on 3/29/09. 911 was called, and R4 was admitted to the hospital with a diagnosis of Urinary Tract Infection, Pneumonia, and Sepsis. 4. Provide on-going assessments and documentation for R7 who was feeling ill the morning of 2/4/09. R7 was sent out to see her 	W9999			

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W9999	<p>Continued From page 25</p> <p>physician, and diagnosed with a Urinary Tract Infection.</p> <p>Findings include:</p> <p>1. R3, per review of Individual Performance Plan(IPP) dated 5/27/08, was a 51 year old female whose diagnoses included Severe Mental Retardation, Obsessive-Compulsive Disorder, and Microcephalous.</p> <p>The faxed document to the Illinois Department of Public Health dated and timed 3/26/09 at 5:15pm was reviewed. Under description, it reads, "R3 vomited at 5:10pm. 911 was called, and R3 was taken to the hospital via ambulance. She was admitted to the hospital. R3 died at 5:00am (3/27) at the hospital."</p> <p>During an interview with E11 (Licensed Practical Nurse at day training) on 4/2/09 at 12:20pm, E11 stated that R3 had an emesis on Friday 3/20/09, at day training after she ate lunch. E11 stated that she took R3's temperature at that time, and it was 98.6 degrees. E11 explained that she called over to the facility and spoke with the Qualified Mental Retardation Professional (E6) so E6 could let E4 (Registered Nurse) know.</p> <p>During an interview with E6 on 4/2/09 at 3:00pm, E6 confirmed that she did speak with E4 regarding R3's emesis at day training. No assessment or documentation could be located in the chart regarding this incident.</p> <p>During a phone interview with E13 (Direct Service Personnel) on 4/3/09 at 10:10am, E13 stated that she worked the weekend of 3/21/09 and 3/22/09. E13 stated that R3 just was lying in</p>	W9999			

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W9999	<p>Continued From page 26</p> <p>her bed all weekend and did not eat breakfast, lunch or dinner. E13 stated that she would eat just a nibble here and there. E13 stated that R3 held her left ear, but since E13 had just started at the facility on 3/18/09, she thought this was normal for R3.</p> <p>During an interview with E3 (Medical Driver) on 4/1/09 at 1:45pm, E3 stated that she sat with R3 on Monday, Tuesday, and Wednesday, 3/23/09 through 3/25/09, and tried to get R3 to eat something, but that R3 would not eat. E3 stated that R3 was also having loose stools, off and on. E3 stated that R3's sister told her that she had one loose stool on Sunday, 3/22/09 and also on Thursday, 3/24/09. E3 stated she did get R3 to drink, but she never ate anything.</p> <p>During a phone interview with Z1 (Guardian) on 4/2/09 at 1:00pm, Z1 stated that R3 did not go to workshop on Monday, 3/23/09. Z1 stated that E6 wanted to send her to workshop, but after staff told Z1 that R3 had been up all night on Sunday into Monday morning, Z1 told the staff not to send R3 to workshop. Z1 came and picked her up to take R3 to Z1's house. Z1 stated R3 slept from 9:50am to 4:30pm. Z1 confirmed all she would eat was just a few noodles.</p> <p>On Tuesday 3/24, Z1 stated that R3 again stayed home from workshop and slept all day.</p> <p>On Wednesday, 3/25, Z1 came over to the facility. R3 only drank some water and apple juice, no solid foods.</p> <p>Z1 confirmed that on Thursday, she took R3 to the doctor. Z1 stated that R3 lost 2 pounds, going from 87 pounds to 85 pounds. Z1 stated</p>	W9999			

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W9999	<p>Continued From page 27</p> <p>that R3 had a mustard yellow stool that morning as well. Z1 stated after the doctor's appointment, R3 went to bed. Z1 left the facility around 2:00pm.</p> <p>At 4:45pm, Z1 returned to the facility and found R3 in bed with black vomit over her. Z1 stated she did not know how long R3 had been lying there with vomit on her and stated that she was just lying there listless on her side. Z1 stated she called 911 at that time. Z1 stated when paramedics arrived they took her vital signs. Z1 stated the direct care staff (E10) had tried to take her blood pressure but thought the blood pressure cuff was broken. Z1 stated E10 asked the paramedic if he could look at the cuff, but the paramedic stated he needed to take care of R3.</p> <p>Z1 stated that R3 expired on 3/27 around 5:30am. Z1 stated that this was a preventable death in her opinion. Z1 stated that the nurse was never there. Z1 stated that the facility just didn't do the timely assessments, and that the nurse did not assess R3 as far as Z1 was aware.</p> <p>During an interview with E8 (Direct Service Personnel) on 4/2/09 at 9:20am, E8 stated that R3 was sick during the week of 3/23/09. E8 stated that R3 looked pale and slept most of the time. E8 stated that she let the nurse (E4) know that she was not eating, was holding her ear and didn't want to stay up.</p> <p>During an interview with E7 (Cook) on 4/2/09 at 8:45am, E7 stated that she tried to fix R3's favorite dishes just to get her to eat something. E7 stated she knew that R3 had diarrhea on Thursday and also on Wednesday late. All R3 did was cough and cough. E7 told E6 that R3's</p>	W9999			

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W9999	<p>Continued From page 28</p> <p>stomach must be so sore from all of the coughing. The nurse saw her on Thursday, 3/26, but R3 had been home all week, and the nurse never saw her on Monday through Wednesday.</p> <p>The nursing notes were reviewed for R3 from the time frame of 3/20/09 through 3/27/09. No assessment was documented in the notes on 3/20/09, after her emesis at day training.</p> <p>The first entry was noted on 3/23/09 at 12:00pm. It reads, "Staff advised that R3 is home from workshop per family request due to cold, runny nose. No fever." It was signed by Registered Nurse E4.</p> <p>A second entry was noted for 3/25/09 at 11:00am. It reads, "Staff advised that R3 is still c(with) a cold, runny nose, afebrile. Up walking around the house, holding head, may have an earache. Advised that we need an appointment for her to see the physician."</p> <p>The entry on 3/26/09 at 14:15pm reads, "Client was taken to see physician by her guardian today. He indicated an order for OTC (over the counter) ear wax softener which guardian provided. Client in bed, afebrile, hands and feet cold to touch. Advised that client has not been eating. I advised staff to push fluids, make broth for supper, and to let me know if she will not take it at all."</p> <p>The entry for 17:30pm, on this same date, reads, "Facility staff called to advise that guardian has called 911, and client is being taken to ER. She had thrown - up a black substance in her bed."</p> <p>The note for 3/27/09 dated 5:30am reads, "E6</p>	W9999			

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W9999	<p>Continued From page 29</p> <p>called, advised R3 passed away at hospital." There is no evidence that R3 was assessed for lung sounds, blood pressure, heart rate, oral intake, weight, presence or absence of diarrhea, or digital number of temperature. There is no evidence that R3's temperature was assessed. Documentation only states, "afebrile" or "no fever" in the chart from 3/23/09 through 3/26/09.</p> <p>During an interview with E4 and E6 on 4/1/09 at 1:15pm, E4 stated that she never actually did a temperature on R3, and that is why there is no specific number written in the nursing notes. E4 explained that she just had staff hold their hand to R3's head, and that R3 did not feel warm. E4 explained that R3 has a phobia of being touched, so no actual temperature could be taken. E4 stated she did not assess R3 on 3/23/09, and did not see R3 on 3/25/09 either. E4 explained that if R3 would have had a fever, then she would have seen her.</p> <p>On 3/26/09, E4 stopped to see R3, and explained that R3 let her touch her hands and feet, and that they felt cold. E4 stated this was the first time staff told E4 that R3 was not eating. E4 stated she did not go with R3 when she went to see her physician, because her sister took her to the appointment. E4 confirmed that she did not speak with the physician during this week to update him on R3's condition. E4 confirmed that there were no consumption records available to determine how much oral intake of solid food R3 was able to ingest during this week's time span.</p> <p>During an interview with E1 (Administrator) on 4/2/09 at 10:30am, E1 stated that there used to be a form the direct care staff would fill out each day that provided a space for oral consumption.</p>	W9999			

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W9999	<p>Continued From page 30</p> <p>E1 stated that when the nurse quit in December of 2008, the form stopped being filled out. E1 confirmed that unless a client has an order for vital signs in the Physician's Orders, that they do not routinely obtain vital signs, not even on a monthly basis. E1 confirmed that they have no Policies regarding when to take vital signs if someone displays symptoms of illness, when direct care staff should contact the nurse in regards to a change in a client's condition, or when nursing should report changes of condition to the physician.</p> <p>During an interview with E11 (Licensed Practical Nurse) on 4/2/09 at 12:20pm, E11 stated that R3 was very cooperative with having her vital signs taken. E11 stated she had no problem obtaining R3's temperature on 3/20/09, at day training.</p> <p>During a phone interview with Z1 on 4/2/09 at 1:00pm, Z1 stated that R3 was not resistive to having her vital signs taken. Z1 stated that she even loved to have her blood drawn or getting a shot. Z1 stated that when the paramedics came on 3/26/09, R3 was cooperative and didn't have any problem with having her blood pressure taken.</p> <p>During an interview with E9 (Direct Service Personnel) at 2:45pm, E9 stated that R3 never had a problem if you had to take her vital signs. During this same interview, E10 (Direct Service Personnel) said that she had no problem obtaining the blood pressure on R3 on 3/26/09. E10 stated R3 allowed her to do so. E10 stated the blood pressure cuff didn't work though on R3. It didn't register a reading for R3, because she was so ill.</p>	W9999			

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W9999	<p>Continued From page 31</p> <p>The Behavior Program dated 7/1/08 was reviewed for R3. Under Proactive strategies, it reads, "...It is important that staff are aware of R3's sensory concerns. She does not like being touched, please be aware of this and if necessary, such as helping her get dressed or showering that you prepare her that you need to touch her and where you will be touching her so as not to upset her in anyway." There is no mention that R3 has any difficulty with having vital signs taken in her Behavioral Program.</p> <p>The facility failed to provide on-going nursing assessments during the time frame of 3/20/09 through 3/26/09, including lack of vital sign monitoring, lack of monitoring oral intake, lack of assessing lung sounds, weight management, lack of monitoring gastrointestinal issues such as vomiting and diarrhea, taking actual temperatures versus estimating by touching R3's forehead, lack of follow through when staff communicate to nursing professionals, and lack of providing information to R3's physician.</p> <p>2. R2, per review of Physician Order Sheet dated 3/1/09, is a 53 year old female whose diagnoses include Mental Retardation, Seizure Disorder, and Peripheral Neuropathy.</p> <p>The Unusual Incident Report dated and timed 2/16/09 at 8:30pm. for R2 was reviewed. Under Behavior Displayed: What did the client do, it reads, "took a temp (temperature) it was 102.9. Was given 2 tylenol for fever after 30 minutes temp went up to 105.5. Under intervention procedures: What did you do and how did the client respond to what you did, it reads, "the last temp was too high 105.5. I told E14 (direct</p>	W9999			

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W9999	<p>Continued From page 32</p> <p>service personal) about it." Under follow up, it reads, "called 911."</p> <p>During an interview with E7 (cook) on 4/2/09 at 8:45am, E7 stated that R2 told her that she felt sick on Friday, 2/13/09. E7 stated that R2 told her that she didn't feel good and didn't want to eat. E7 stated she provided R2 with juice.</p> <p>During an interview with Z2 (guardian) on 4/1/09 at 10:00am, Z2 stated that he saw R2 on Valentine's Day, Saturday, 2/14/09. Z2 stated that he wanted to take R2 out for Valentine's day, but that she didn't want to go out because she was too sick. Z2 stated he was not sure if R2 had a temperature, but that R2 was sweaty. Z2 stated that he didn't go to see R2 on Sunday, but received a call on Monday, 2/16/09, letting him know that R2's temperature was 105 degrees, and that R2 was on her way to the hospital by ambulance. Z2 stated that R2 was very sick, that she stayed in the hospital for four weeks on life support. Z2 stated that R2 was having a very difficult time with her breathing, and that he didn't think the staff knew that she had that high of a fever.</p> <p>During an interview with E8 (Direct Service Personnel) on 4/2/09 at 9:20am, E8 stated that she noticed that R2 was sick on Friday. E8 stated that all R2 wanted to eat was soup, and that was not normal for R2.</p> <p>During an interview with E12 (Direct Service Personnel) on 4/2/09 at 9:00am, E12 stated that she works on the weekends. E12 stated that she remembers R2 having a very dry cough, and was just lying in bed all day long. E12 stated that this was very unusual for R2, that usually on the</p>	W9999			

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W9999	<p>Continued From page 33</p> <p>weekends, R2 always finds things to do to keep herself busy. E12 stated she thinks that they gave her Tylenol for her temperature.</p> <p>During an interview with E6 (Qualified Mental Retardation Professional) on 4/1/09 at 2:00pm, E6 stated that the staff told her that R2 was not feeling good on Saturday afternoon, 2/14/09. E6 stated that she asked the staff if they called the nurse. E6 did not confirm if the staff called the nurse or not. E6 knew that they had taken vitals.</p> <p>The nursing notes were reviewed for R2. No assessment or entry was available for 2/14/09. On 2/16/09, an entry was noted at 9:00am. It reads, "House called yesterday, stating R2 had a fever of 101.7. They were instructed to give PRN (as needed) Tylenol and to take temp every hour for next four hours and call me back if it does not resolve. They called back at 12:30pm and temp was then 99.8 degrees. Ok to give another round of Tylenol and monitor temp. This morning, upon my arrival at 0800, we took her temperature and it was 102 degrees. Gave Tylenol encouraged liquids. Directed to continue to monitor temperature and call if it does not go down." This note was signed by E4 (Registered Nurse) No assessment of lung sounds, cough, how client had been eating, or what her activity level was at present was located in the nurses notes. An entry for 2/17/09, also timed at 9:00am reads, "Called by house at 9pm on 2/16/09 and advised that client had been given Tylenol at 8pm, and temp was 101.9 degrees, now at 9pm it was 105 degrees. Ambulance called and client to emergency room. Client admitted with possible pneumonia." This note was also signed by E4.</p> <p>During an interview with E4 (Registered Nurse)</p>	W9999			

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W9999	<p>Continued From page 34</p> <p>on 4/1/09 at 2:00pm, E4 stated that she was off Monday, the 16th, because it was a holiday. It is unclear if the dates are off in the nursing notes, since E4 wrote an entry for the 16th, even though she stated she didn't work that day. E4 confirmed that no vital signs were taken on the 14th. At first E4 stated that she was not clear if she saw R2 on Friday, the 13th, but then later remembered she did see R2, and that she was great. E4 confirmed that she never made a call to the doctor, to let him know about the elevated temperatures over the weekend.</p> <p>During an interview with E1 (Administrator) on 4/2/09 at 10:30am, E1 confirmed that they had no policy on when to take vital signs, when to have direct care staff contact the nurse with a change of patient condition, or when the nurse should contact the physician regarding a change in patient condition. A temperature form, that was hand created by staff for over the weekend of 2/14 and 2/15 was presented to this surveyor. It had temperatures from 2/15 and 2/16, ranging from 99.4 to 102.8. Not all of the temperatures on this hand made form were present in the nursing notes.</p> <p>During an interview on 4/1/09 at 2:00pm, E6 (Qualified Mental Retardation Professional) stated that the direct care staff are not allowed to document in the nurses notes, and that they do not have an official vital signs form. E6 stated that the staff just wrote the temperatures down on this sheet of paper, and called the nurse with the information. E6 stated that the nurse should document all of the temperatures in the nurses notes. When E6 looked at the nurses notes, she stated that she was confused, since it seems that the entry dates are off.</p>	W9999			

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W9999	<p>Continued From page 35</p> <p>During a phone interview with Z3 (physician) on 4/7/09 at 9:10am, Z3 stated, " He was surprised that things had gotten so bad with R2." Z3 stated that he was not aware that R2 had been running temperatures on the weekend, preceding her admission into the hospital. Z3 stated that it would be his expectation that the nurse perform an assessment at the first sign of illness, and be given on-going updates on the elevated temperatures, and nursing assessments. Z3 explained that with this facility, the nurse will give him summaries of each client, when he comes to the home to see his clients. Z3 stated, however, he feels when there is a need for day-to-day updates, he is not really being updated.</p> <p>When this surveyor explained to Z3 that R2 did not have any nursing assessments performed throughout R2's sickness other than temperatures taken, Z3 stated that was not good, and he would expect to see thorough assessments performed at the first sign of illness exhibited by this client.</p> <p>The facility failed to provided on-going assessments for R2, when she had a change of condition starting on 2/13/09 through 2/16/09, which included a lack of vital sign monitoring, except for temperature, lack of lung sounds and assessment of cough, lack of follow through with R2's physician, and lack of monitoring of R2's oral intake during her illness.</p> <p>3. R4, per review of the Physician Order Sheet dated 3/1/09, is a 52 year old female whose diagnoses include Mild Mental Retardation, Major Depression, Allergic Rhinitis, Cerebral Palsy, and</p>	W9999			

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W9999	<p>Continued From page 36 Spastic Paraplegia.</p> <p>The faxed document regarding R4 sent to the Illinois Department of Public Health dated and timed for 3/29/09 at 7:48am. was reviewed. Under description, it reads, "R4 showed rapid, labored breathing. 911 was called. R4 went to hospital via ambulance. She was admitted for further observation."</p> <p>During an interview with E11 (Licensed Practical Nurse at day training) on 4/2/09 at 12:20pm, E11 stated that on 3/18/09, the speech therapist called her to come and see R4, because R4 was having a difficult time swallowing her food. E11 listened to R4's lungs, and stated that R4 sounded congested, and presented with a moist cough. R4 had no secretions at this time, but did have a temperature of 99.0 degrees. E11 stated that she thought R4 could benefit from a video swallow. E11 stated she called the facility and spoke with E6 (Qualified Mental Retardation Professional), so she could let the nurse be aware of R4's situation and assessment.</p> <p>During an interview with E7 (cook) on 4/2/09 at 8:45am, E7 stated that she did witness R4 coughing all week long, during the week of 3/23/09. E7 stated R4's cough was bad. E7 stated that R4 was coughing when she was eating too. E7 stated that R4 will not always chew her food, and that R4 is on a Pureed diet.</p> <p>During a phone interview with E13 (Direct Service Personnel) on 4/3/09 at 10:10am, E13 stated that 3/18/09 was her first day working at the facility. When E13 came to work that day, E13 stated that she observed R4 up in her wheelchair, and that she was coughing horribly.</p>	W9999			

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W9999	<p>Continued From page 37</p> <p>E13 stated that she made a comment to one of the staff (she could not remember the staff member's name) that R4 seemed too sick to be here. E13 stated in her opinion, R4 belonged in a hospital, just by the way she sounded.</p> <p>E13 stated that on Saturday, 3/28/09 (weekend of when she went to the hospital) she was the staff who got R4 up that day. E13 stated that staff gave R4 breathing treatments. E13 stated that she felt they were ineffective, since R4 could not cough up the secretions on her own. There was no nurse to assist the client to expectorate with a suction machine. E13 stated that she worked a double that day, and all R4 did was lay in a recliner and cough.</p> <p>E13 stated that no nurse ever came to assess R4 at this time. E13 stated that when she left on Saturday evening, the staff made sure that R4 was propped up higher than usual in bed, to prevent her from choking on her own secretions. E13 stated that when she arrived on Sunday morning, 3/29/09, the rescue squad was already there, bringing R4 to the hospital. E13 stated that even though she had only been an employee at this facility for a short time, she feels that the nurse does not interact with the clients enough to really get to know them. E13 stated that the nurse is mostly in the office when she is in the facility.</p> <p>During an interview with E8 (Direct Service Personnel) on 4/2/09 at 9:20am, E8 stated that she worked with R4 on Friday, 3/27/09. E8 stated that she let the nurse (E4) know that R4 was not feeling well when she came in. E8 stated she told the nurse that R4 complained that her back hurt, and that she was drooling a lot;</p>	W9999			

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W9999	<p>Continued From page 38</p> <p>that R4 just was not herself. E8 stated she was not sure if E4 let the doctor know that information. E8 explained that R4 was already gone at this point, as she had already left to attend workshop.</p> <p>During an interview with E12 (Direct Service Personnel) on 4/2/09 at 9:00am, E12 stated that the Saturday prior to her going out to the hospital (3/21/09), that R4 had been coughing a lot, with congestion. E12 stated that the staff were giving R4 breathing treatments. E12 stated that she cannot remember if the nurse saw R4 during her illness at all. E12 stated that on the morning of 3/29/09, she came in at 7:00am that morning, and that when she came in, the staff told her that R4 was having a difficult time breathing. E12 stated that she told the staff to call 911.</p> <p>The nursing notes for R4 were reviewed. There was no assessment documented regarding the call from the nurse at day training, regarding R4's difficulty in swallowing on 3/18/09.</p> <p>During an interview with E6 on 4/2/09 at 2:45pm, E6 confirmed that she did receive the call from E11 regarding R4's difficulty in swallowing on 3/18/09. E6 stated she did let the nurse know about the situation, and that they were getting her in for a video swallow, but to date, it had not been performed. E6 stated that she did not document this information in the record, but that the nurse should have documented this information, along with her assessment in the nurses notes.</p> <p>The next entry noted in the nurses notes was from 3/24/09. It talked about R4 seeing Z3 (Physician) for an ongoing cough, and for obtaining an order for a video swallow. No</p>	W9999			

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W9999	<p>Continued From page 39</p> <p>nursing assessment involving lung sounds, vital sign monitoring, cough, congestion, or difficulty in swallowing was present in the chart. The note was signed by E4.</p> <p>On 3/27/09, there was as entry timed at 8:30am. It reads, "Client ate breakfast well, lungs clear, and in no apparent distress." The note was signed by E4. There was no assessment regarding R4's complaints to staff E8, about her not feeling well, her back hurting her, her drooling and just not being herself.</p> <p>On 3/28/09, an entry timed at 7:00am reads, "Staff called to advise client has a sore throat. No fever-ok to give PRN (as needed) meds (medications)." This note is also signed by E4. No assessment regarding what the reading of the temperature was, other vital signs including blood pressure, respiratory rate, or heart rate, lung sounds, or oral intake were documented in the chart.</p> <p>The last entry noted in the chart was dated and timed at 3/29/09 at 7:00am. It reads, "Staff called to advise client getting up this am presented with rapid labored breathing. 911 being called." An entry timed at 1400 for this same date reads, "Client admitted to hospital via ED (Emergency Department). Admitting diagnosis was: UTI (Urinary Tract Infection), Pneumonia, Sepsis." This note was also signed by E4.</p> <p>During an interview with E4 (Registered Nurse) on 4/1/09 at 2:30pm, E4 stated that R4 is always very 'mucousy' on a regular basis. E4 explained that Z3 saw R4 on 3/24/09, and changed some of her medications. E4 stated they also obtained an order for a video swallow, and that it will be done</p>	W9999			

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W9999	<p>Continued From page 40</p> <p>while R4 is currently in the hospital. E4 confirmed that R4 has a swallowing problem. E4 stated that R4 would stretch her neck when she was swallowing, and that it made them uncomfortable to assure she wasn't aspirating.</p> <p>E4 stated that R4 would cough at meal times for attention and when she sometimes took her medication, which is crushed, and placed in applesauce. E4 stated that she would cough other times as well, when she wasn't swallowing.</p> <p>E4 stated that she saw the client on Friday, 3/27/09, even though E8 stated that R4 had already left for workshop when E4 arrived at the facility home. E4 stated that when the staff called her on Saturday, 3/28/09, regarding R4 having a sore throat, that she directed staff they could give some as needed medications. E4 could not remember if an actual temperature was taken, despite the fact that the entry reads, "No fever."</p> <p>E4 stated that when staff called on 3/29/09, to state that R4 was having a very difficult time breathing, that to her, it was, "Totally out of the blue." E4 confirmed that R4 continued to attend workshop from 3/24/09 through 3/27/09, despite her feeling ill. When asked if the physician was contacted during this week, regarding R4's condition, E4 stated that she called Z3 on the day R4 went to the hospital. E4 stated, "R4 did not seem ill, that this was such a crash in R4's condition."</p> <p>During a phone interview with Z3 (physician) on 4/7/09 at 9:10am, Z3 stated that he was treating R4 for a cough, asthma, and Bronchitis, but that he did not know the extent of difficulty R4 had been having with her swallowing. Z3 stated that</p>	W9999			

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W9999	<p>Continued From page 41</p> <p>in many cases, he does not know what is going on day-to-day with his clients. Z3 stated the nurse is present when he does his rounds, and she gives a summary of each client, but with the day-to-day events, Z3 does not feel this information is being shared with him. Z3 stated that he would expect the nurse to complete a thorough assessment whenever one of his clients has a change in condition, and that this information needs to be shared with him, so he can determine the next plan for treatment.</p> <p>The facility failed to provide evidence of nursing assessments of day-to-day events that occurred during the illness R4 experienced from 3/18/09 through 3/29/09, failed to provide ongoing communication between direct care staff, to professional staff, and failed to update the physician on these ongoing patient condition changes.</p> <p>4. R7, per review of Physician Order Sheet dated 3/1/09, is a 58 year old female whose diagnoses include Mental Retardation, Urinary Urgency Incontinence, and Allergic Rhinitis.</p> <p>The faxed document involving R7 sent to the Illinois Department of Public Health dated and timed for 2/4/09 at 8:35am. was reviewed. Under description, it reads, "R7 was feeling ill. We contacted her physician who recommended she get checked out. Took R7 to the hospital, to get checked out. Results: R7 has a UTI (Urinary Tract Infection)."</p> <p>Review of the nurses notes for R7 notes an entry for 10/29/09, 12/1/09, 12/8/08, 12/14/08, and 12/19/08. The note from 12/19/08 is the last</p>	W9999			

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W9999	<p>Continued From page 42</p> <p>entry in the nurses notes for R7. No assessment of R7's symptoms regarding her incident of 2/4/09 was located in the chart. No on-going assessments could be located indicating if R7 is currently clear of her Urinary Tract Infection symptoms, such as color or smell of urine, frequency, or temperature.</p> <p>During an interview with E6 (Qualified Mental Retardation Professional) on 4/2/09 at 1030am, E6 stated that there is a doctor's form regarding this illness in R7's chart. E6 went through the chart to locate this form, but the form could not be found. E4 (Registered Nurse) was present during this same interview. E4 also went to look for the form, but also could not locate the form. Both E4 and E6 confirmed there is no assessment or documentation in R7's chart, regarding her illness on 2/4/09. During an earlier interview on this same date at 9:45am, E6 confirmed that the assessment and documentation regarding this illness should be present in the nurses notes.</p> <p style="text-align: center;">(A)</p>	W9999			