

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: 14G116	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 03/23/2009
NAME OF PROVIDER OR SUPPLIER HAMMOND HOUSE			STREET ADDRESS, CITY, STATE, ZIP CODE 6701 SOUTH MORGAN CHICAGO, IL 60621		
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W 369	Continued From page 19 Anti-Gas into a medicine cup. E6 showed surveyor 5ml of Antacid suspension in the cup. Surveyor asked what R8's dosage was. E6 answered, "Two teaspoons." E6 then proceeded to give R8 her Antacid. Surveyor stopped E6 and asked to look at the dosage in the bottle's label. Surveyor and E6 looked at the label on the medication bottle, the label states "Two tablespoons". E6 then poured 30ml of Antacid into the medication cup and gave the medicine to R8.	W 369			
W9999	<p>R8's Physician Orders Sheet dated 2/1/09 through 2/28/09 was reviewed. R8's current Antacid suspension Anti-gas order states, "Take two tablespoons by mouth two times a day for indigestion."</p> <p>FINAL OBSERVATIONS</p> <p>LICENSURE VIOLATIONS</p> <p>350.1210 350.1210b) 350.1220e) 350.1220j) 350.1230d)1)2) 350.1230e) 350.3240a)</p> <p>Section 350.1210 Health Services</p> <p>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:</p> <p>b) Nursing services to provide immediate supervision of the health needs of each resident</p>	W9999			

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W9999	<p>Continued From page 20 by a registered professional nurse or a licensed practical nurse, or the equivalent.</p> <p>Section 350.1220 Physician Services</p> <p>e) All residents shall be seen by their physician as often as necessary to assure adequate health care.</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: 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> <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 350.3240 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 Regulations were not met as evidenced</p>	W9999			

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W9999	<p>Continued From page 21</p> <p>by:</p> <p>Based on record review and interview, the facility neglected to provide nursing services and nursing follow up in a timely manner for 1 of 1 clients (R2) who sustained a dislocated right shoulder when they failed to:</p> <ol style="list-style-type: none"> 1) Ensure that nursing staff assess and document her assessment of R2 immediately. 2) Ensure that the psychiatrist was immediately notified of the possible side effect that R2 was exhibiting from a new psychotropic medication. 3) Ensure that R2 was immediately evaluated by the physician or by emergency personnel when R2's right shoulder pain interfered with her functioning. <p>Findings include:</p> <p>R2, per her General Information Form dated 6/7/08, is a 39 year old ambulatory female whose diagnoses includes Severe Mental Retardation, Psychosis and Impulse Control Disorder.</p> <p>An incident report faxed by the facility to the Illinois Department of Public Health dated 3/5/09 was reviewed. It includes, "On Thursday 3/5/09, R2 was admitted to a local hospital for a dislocated right shoulder....On 2/26/09 and 2/27/09, R2 started exhibiting muscle rigidity and pain in her right arm. The nurse was informed and staff was instructed to give R2 Ibuprofen for pain, warm compresses/massages to her right arm, a warm bath and to continue to monitor her for any changes. On 3/2/09, R2 started to exhibit swelling in her right forearm/elbow. The nurse</p>	W9999			

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W9999	<p>Continued From page 22</p> <p>was informed and came by the facility to do an examination. The nurse examined R2 from head to toe and there weren't any other apparent injuries, just the swelling in her right forearm/elbow. In the meantime, the nurse has contacted the psychiatrist to inform her about what appeared to be the side effects that R2 was experiencing. On 3/3/09, the psychiatrist returned the nurses' call regarding R2, but the psychiatrist didn't given an order for medication to help with what was considered to be the side effects of the new medication. The psychiatrist stated to the nurse that she didn't think that R2 was experiencing side effects of the new medication because the side effects wouldn't be limited to just one area of the body and that R2 wouldn't exhibit side effects of the new medication this soon. The psychiatrist recommended that R2 should follow up with her primary care physician for the swelling. On 3/5/09, R2 saw her physician for the swelling in her right forearm/elbow. The doctor ordered an x-ray of her right shoulder. The x-rays showed a dislocated right shoulder....."</p> <p>The facility's Daily Observation/Progress Notes for the period of 2/26/09 through 3/5/09 were reviewed. The following documentation and dates are noted as follows:</p> <p>"2/26/09 3rd shift - ...R2 complained of pain in her right upper arm area. A pain pill was given from house stock. She didn't have any other issues...</p> <p>2/27/09 3rd shift - She wasn't feeling well. . She did drink water. Her right arm was still sore. She was given a pain pill...</p> <p>2/28/09 3rd shift - R2 didn't eat her breakfast.</p>	W9999			

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W9999	<p>Continued From page 23</p> <p>Staff had to assist R2 in bathing. R2 said that her right arm hurt very bad....</p> <p>2/28/09 2nd shift - There was a bruise on her right arm...</p> <p>3/1/09 1st shift - ...Staff help her eat, because of her right arm sore and swollen, warm compress was going on throughout the afternoon...</p> <p>3/1/09 2nd shift - Bathe with supervision. No fresh marks. Right arm still swollen, staff massage her arm after bath...</p> <p>3/2/09 3rd shift - R2 's bruise on her right arm is still slightly red and her arm is still tender...</p> <p>3/2/09 2nd shift - R2's arm is swollen. E2 (Residential Services Director) looked at it. Nurse stop by. Request pain medication. R2 had an ice pack applied to her right arm today...</p> <p>3/3/09 2nd shift - bathed with supervision, there is swelling in lower right arm...</p> <p>3/4/09 2nd shift - R2 has swelling in the right upper arm...."</p> <p>The facility's Integrated Progress Notes were reviewed. The following dates and entries were noted:</p> <p>"2/26/09 - (12am-8am) 6:00am -R2 complained of pain in her right upper arm. Staff called the nurse, and E2 was also informed. R2 was given Ibuprofen tablet 200mg from the house stock....</p> <p>2/27/09 6:30am - R2 complained of pain in her right upper arm. Staff gave her an Ibuprofen tab</p>	W9999			

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W9999	<p>Continued From page 24 200mg from house stock.</p> <p>2/27/09 8:00am - R2 didn't eat her breakfast...</p> <p>2/28/09 - R2 was given an Ibuprofen at 8:30pm because she complained about her upper right arm was hurting. There was a little swelling and a bruise. The nurse was called..</p> <p>2/27/09 - On 2/27/09, the nurse was called about what appeared to be a side effect of the psychotropic medication. R2 appears to be experiencing some muscle rigidity. The nurse stated to massage the rigid areas, warm compress to the areas and a hot bath. The nurse stated the side effects should subside...</p> <p>3/2/09 - The nurse was called regarding R2's muscle rigidity. The nurse called the psychiatrist for a prescription for Cogentin to help cure the side effects. The psychiatrist was out of the office...</p> <p>3/2/09 3:30pm - Staff checked R2's arms when she arrived from workshop. Her right arm by the elbow and forearm was swollen and warm to the touch. ...The nurse was called and she came to the facility to conduct an examination. The nurse examined R2 from head to toe, R2 had swelling on her right elbow and forearm. There weren't any other problems found. The nurse stated for staff to give her Acetaminophen out of house stock. R2 was able to perform her basic functions but she is stiff. The nurse stated R2 didn't need to go to the emergency room just continue to monitor her....</p> <p>3/2/09 3:30pm - R2's right upper elbow arm was swollen. ..."</p>	W9999			

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W9999	<p>Continued From page 25</p> <p>The facility's Logbook was reviewed. The following dates and entries are as follows:</p> <p>2/26/09 - Attention staff, R2's right arm muscle was tense due to a side effect of her medicine. She was given a pain pill this morning. Nurse was called and E2 was notified. ...</p> <p>2/26/09 (4pm -12am) - Attention staff. Keep an eye on R2. Staff had to feed her. She act(ed) like she can't hardly move her arm. Staff also gave her a warm bath to help her out so just keep an eye on her...</p> <p>2/27/09 - Attention All staff: R2 appears to be experiencing a side effect of her new medications which is muscle rigidity...</p> <p>2/27/09 - Attention all staff: I spoke to E3 (nurse) about R2's muscle rigidity (stiff). R2 stated that the side effect of her new medications should get better. In the meantime E3 stated that staff could massage the area that's stiff and apply a warm compress...</p> <p>2/28/09 - Attention staff: R2 have a red bruise on her right arm. It look like it is swollen. I called the nurse (E10) and he said to give her an Ibu (Ibuprofen) and to monitor her...</p> <p>3/2/09 - Attention All staff: Effective today please stop the warm compresses and massages to R2's right arm per nurse, E3. E3 stated to apply ice pack to her right elbow and forearm for the next 24 hours...."</p> <p>E7 (Program Aide) was interviewed on 3/12/09 at 2:45pm. E7 stated, "That evening (2/26/09) R2</p>	W9999			

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W9999	<p>Continued From page 26</p> <p>acted like she couldn't feed herself, but she didn't say she's in pain. R2 was maneuvering around it (regular activities at home) , she had a little bit of difficulty in dressing. R2 never told me she was in pain but she couldn't move it (right arm). That time she couldn't raise her right arm, normally she could and during that time she would put her arm by the center of her body like she was in a sling."</p> <p>E5 (Program Aide) was interviewed on 3/12/09 at 7:27am. E5 stated, "R2 kept saying her arm was hurting and no, she didn't point to where it hurts. When she was dressing she couldn't lift her arm up to put it inside the sleeves. Normally she have no problem dressing at all. That time she needed help. She didn't ask for help, I just observed her having difficulty dressing herself. There was also a couple of days that R2 didn't finish her food, and she normally finish her food."</p> <p>E8 (Program Aide) was interviewed on 3/11/09 at 2:50pm. E8 stated, "Around that time, R2 would raise her arm up to shoulder level. We asked her what's wrong and she stated, 'It hurt.' Normally R2 can raise her arms up with no problem."</p> <p>E9 (Program Aide) was interviewed on 3/11/09 at 2:02pm. E9 stated, "She was a little slow with her arm, normally she can do a little bit more."</p> <p>E11 (Program Aide), was interviewed on 3/11/09 at 11:45am. E11 stated, "During medication time, she would move her arm a certain way, like guarding her arm, putting it close to her body. I asked her to hold her arms up, her right arm she couldn't raise above shoulder level." E11 continued, "Normally R2 dresses herself but during that time she complained of pain she</p>	W9999			

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W9999	<p>Continued From page 27 asked me to help her dress."</p> <p>E4 (cook) was interviewed on 3/11/09 at 11:30am. E4 stated, "R2 had a little problem lifting her arm up to feed herself. She didn't eat a lot those couple of dates..."</p> <p>E2 was interviewed on 3/11/09 at 10:54am. E2 stated, "Pain started 2/26/09. Staff did the first note and noted pain and stiffness on right arm between forearm and elbow. What we thought was, it was a side effect of her new psychotropic medication...Staff informed nurse and nurse ordered Ibuprofen from house stock. R2 had pain on 2/27/09 and once again given pain medication, nurse was informed. Nurse instructed warm compress, massage the arm and warm bath. I got a call from staff on 2/28/09, staff said she received another pain medication in the evening. 3/1/09 - staff noted swelling no pain medications that day. 3/2/09 - I informed the nurse and nurse came and did head to toe assessment, only problem noted was swelling to the forearm. Nurse instructed to apply ice compress for swelling and that she will contact the psychiatrist." Surveyor asked where the nurses' notes where. E2 replied, "I wrote the note only because I was already writing my note, it will be double note writing if the nurse also wrote her note." E2 continued, "E3 did contact the psychiatrist and the psychiatrist stated no prescription will be ordered and it was too soon to exhibit side effects and to see the medical doctor. On 3/5/09, she was taken to the medical doctor for swelling. The doctor did x-ray of the shoulder. It was a dislocated right shoulder." Surveyor asked why the nurse did not assess R2 immediately once she started complaining of pain to her right shoulder and was exhibiting limited</p>	W9999			

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W9999	<p>Continued From page 28</p> <p>movement in the area. E2 answered, "At that time we thought it was a side effect of the medication. R2 had an appointment on 3/3/09 with the psychiatrist, so we didn't call the psychiatrist because we thought it was a side effect of the medication and we were providing relief measures." E2 further added, "When E3 assessed R2, R2 was able to raise her hand up below shoulder level and she can wiggle her fingers. No swelling except in the elbow area." E3 verified that the psychiatrist office called on 2/27/09 and rescheduled R2's appointment from 3/3/09 to 3/17/09.</p> <p>E3 (nurse) was interviewed on 3/13/09 at 10:27am. E3 stated, " The staff called me, I don't know when it was because staff noted some muscle rigidity and they were wondering if this is a side effect of her new psychotropic medication. I told them that's possible, I called the psychiatrist and left a message. A couple of days later, staff called to report there was swelling in her right arm." Surveyor asked where the swelling was. E3 answered, "It was from the shoulder to the elbow. It was swollen and warm to touch. I called the psychiatrist again and told her what was reported and she said it's not a side effect of the medication." Surveyor asked E3 to describe how R2 was moving with her right arm. E3 answered, "R2 was guarding it and not moving it." Surveyor asked why E3 didn't come sooner to evaluate/assess R2. E3 answered, "Staff told me that she had difficulty, had muscle rigidity. I didn't know it was one sided."</p> <p>Z1 (Pharmacist) was interviewed via phone on 3/12/09 at 12:00 noon. Z1 stated, "If a client is exhibiting muscle pain or rigidity after they are started on new medications you need to call the</p>	W9999			

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W9999	<p>Continued From page 29</p> <p>MD (Medical Doctor) immediately."</p> <p>Z2 (Medical Doctor) was interviewed via phone on 3/12/09 at 12:30pm. Z2 stated, "They brought R2 and she couldn't move her right arm. R2 was really in pain then. So I ordered for an x-ray of her shoulder and R2 had a dislocated right shoulder." Z2 added, "If the facility noted something out of the ordinary and R2 was just started on new medications, they should have called the MD immediately or go to the Emergency Department for evaluation. They don't wait to look at it because client can't really explain what is going on."</p> <p>Z3 (Psychiatrist) was interviewed via phone on 3/13/09 at 10:07am. Z3 stated, "Muscle rigidity as a side effect typically will show in the whole body." Z3 added, "When the side effect interferes with functioning (surveyor informed Z3 that staff had to feed R2 and help R2 get dress), at that point they should have called me immediately.</p> <p>(A)</p>	W9999			