

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

PRINTED: 11/22/2010
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145950	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 06/10/2010
NAME OF PROVIDER OR SUPPLIER ROCK ISLAND NURSING & REHB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201		
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F 223	Continued From page 32	F 223			
F9999	<p>disability. Examples of verbal abuse include, but are not limited to, threats of harm, saying things to frighten a resident, such as telling a resident that he/she will never be able to see his/her family again.</p> <p>FINAL OBSERVATIONS</p> <p>LICENSURE VIOLATIONS</p> <p>300.1210a) 300.3240f)</p> <p>300.1210 General Requirements for Nursing and Personal Care</p> <p>a) The facility must provide the necessary care and services to attain or maintain the highest practical 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.</p> <p>300.3240 Abuse and Neglect</p> <p>f) Resident as perpetrator of abuse. When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that another resident of the Long-Term Care Facility is the perpetrator of the abuse, that resident's condition shall be immediately evaluated to determine the most suitable therapy and placement for the resident, considering the safety of that resident as well as the safety of other residents and employees of the facility. (Section 3-612 of the Act)</p>	F9999			

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F9999	<p>Continued From page 33</p> <p>These requirements are not met as evidenced by:</p> <p>Based on observation, interview, and record review, the facility failed to provide timely and adequate interventions to prevent R3's repeated physical and verbal abuse of seven out of seven residents (R1, R4, R5, R9, R10, R11 and R13). The facility failed to follow their Abuse/Neglect Policy to prevent abuse and provide an environment in which residents were safe and free from fear of additional abuse. R3 verbally and physically abused these seven residents from 8-25-2009 through 5-10-2010.</p> <p>Findings include:</p> <p>The Face Sheet documents R3 was admitted to the facility on 1-7-2009 and as being 50 years old.</p> <p>The 5 -16-2010 through 6-1-2010 Physician Order Sheet documents R3 has diagnoses that include Huntington Chorea with behaviors, organic brain syndrome, and violent behaviors, agitation, and anxiety.</p> <p>R3's 1-7-2009 Hospital report faxed to the facility on 1-8-2009 at 7:29am. documents the following information: "History of Present Illness: (R3) was sent from the (previous) nursing home to the emergency room for evaluation. She has Huntingtons with anger outbursts. This morning (12-21-2008) she had one where she went into the shower room and knocked one of the other residents out of his wheelchair, causing him to hit his head. The nursing home does not feel they are able to care for her any further and did not</p>	F9999			

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F9999	<p>Continued From page 34</p> <p>want her back at their facility. They said they filed an emergency discharge with her power of attorney. Plan: Since the nursing home would not take her back....since she had nowhere else to go for care, we put her in the hospital, to get social work to be involved at finding somewhere to go that could manage her condition."</p> <p>The 1-20-2009 initial MDS (Minimum Data Set) documents R3 is moderately impaired cognitively, with short and long term memory deficits. R3 has not easily altered, verbally abusive behaviors, and easily altered physically abusive behaviors. The 4-12-2010 quarterly MDS documents R3 is moderately impaired cognitively, with short and long term memory deficits. R3 has, not easily altered, verbally and physically abusive behaviors, that have deteriorated.</p> <p>E1 (Administrator) on 5-18-2010 at 1:50 pm. stated, "I've been the administrator of the facility for five years. We have had resident to resident aggression with a resident (R3) on (name of floor). We have had an involuntary discharge for (R3) for about a week or so. We have a one on one during waking hours with (R3). We've had no aggression, resident to resident altercations, during the night time. It seems that (R3) has aggression at transition times. (R3) is not willful with her behaviors. (R3) has poor impulse control. (R3) has always had behavior issues. (R3) has bitten (R1). I'm not sure if (R3) has bitten anyone else. If (R3) has bitten any other resident, it will be in the incident log, and reported to Public Health. We've been looking for placement since we met with (R3's) family, since March 2010. (R3) came from (Name) Nursing Home. I'm not sure why (R3) was discharged</p>	F9999			

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F9999	<p>Continued From page 35</p> <p>from there. I think (R3) needed a secure environment. I don't remember why (R3) was placed here. (R3) was on (name of floor) and had a lot of yelling, loud verbalizations, and wasn't making logical choices and decisions. (R3) was moved to the (Name of current) floor. I don't remember if (R3) had aggressive behaviors on the (previous floor in the facility, R3 was moved from). I don't think so. I did (R3's) abuse/neglect allegation investigations. I am the Abuse/Neglect Coordinator. I would have reviewed the investigation and compiled the information."</p> <p>The Facility Notice of Involuntary Transfer or Discharge documents provision of the notice to (R3's) Power of Attorney on 5-10-2010.</p> <p>On 5-24-2010 at 10:20pm. E15 (Unit Coordinator) stated, "I've been the Unit Coordinator for around five years for the Alzheimer's Unit, and help with the (Name of floor R3 resides on) residents, by monitoring and focusing on resident's with behaviors. I've helped and monitored (R3) for four to five months due to (R3's) increasing behaviors. (R3) is now feeding on the increased staff attention and her behavior is more manipulative. I'm not sure when (R3) had an increase in resident to resident altercations. If I am present for a behavior of (R3's) I help with investigations and statements. For protection of residents bitten by (R3), or residents involved in altercations with (R3), we have protected the other residents by moving (R3) from (name of floor to present floor) for closer supervision. (Name of current floor) residents are cognitively more on (R3's) level. Staff supervision is greater. We recently have one to one supervision with (R3). Staff would</p>	F9999			

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F9999	Continued From page 36 keep the victims from (R3). This worked for short periods of time. We've offered to move (R5) and (R1) to the Alzheimer's Unit. Family of (R5 and R1) have declined. (R3) doesn't forget, and focuses on that person, and (R3) talks about getting or going after that resident, so staff try to keep them apart. Residents on (Name of floor) now know to stay away from (R3). (R3) is loud and aggressive, they don't want to be around (R3). (R5) sees (R3), she goes to the other side of the hall. Residents know to stay away. We are actively looking for a placement for (R3). We're not suited to meet (R3's) needs. (R3) became explosive at group, and we cannot take her to group. We sent (R3) out to (Name of Psychiatric Facility) for evaluation and (Name of Psychiatric Facility) would send (R3) back because her as needed medications were working. (Z2/Psychiatrist) has stated to me he would like to see placement for (R3) out of here. Interventions for (R3's) behaviors have been to send her to (Name of Psychiatric Facility), evaluations of (R3's) medications, increased activities, increased monitoring, and one to one with staff. With these interventions (R3) was still attacking residents. (Z3/Physician) is our Medical Director, I'm not sure of his response to (R3's) behaviors and victimization of residents. (R3's) behaviors throw off the balance, or mileau on the (Name of floor), with her physical aggression, throwing objects, yelling. That's why we're wanting to get (R3) out of here. We're no longer able to meet (R3's) needs. I believe (R3) came from the hospital or another nursing home. I don't know if (R3) had a history of verbal and physical aggression prior to coming here." E2, (DON/Director of Nursing) on 5-24-2010 at 8:50am. stated, "I will contact (Name of	F9999			

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F9999	<p>Continued From page 37</p> <p>Psychiatric Facility) to get copies of (R3's) admission/discharge reports. I reviewed (R3's) file on 5-19-2010 and (R3's) file did not contain (Name of Psychiatric Facility) information. We did not have (Name of Psychiatric Facility) recommendations or assessments. Since (R3's) admission, her behaviors have increased and resident to resident aggression has also increased. (R3) would also stay obsessed with a resident incident for longer periods of time. Staff tried to keep residents that had resident to resident altercations with (R3) away from (R3's) side of the hall. We tried to keep the other residents on opposite sides of the nursing station. (R1, R4, R5, R9, and R10) are confused. Most residents (Name of floor R3 resides on) are confused. It's hard to tell with the other residents' diagnoses if they are afraid of (R3) or not. I think, if we keep one on ones with (R3), the other residents are safe. The one on ones with (R3) are from when she's awake until she goes to bed."</p> <p>E2, (DON) on 5-19-2010 at 3:33pm. provided (R3's) current Care Plan. This same Care Plan documents, "2-19-2010, Problem: This resident gets into several conflicts with other residents during the day. This resident has been enrolled in anger management and conflict management social service groups. This resident does not currently come to these groups but staff will encourage this resident to come due to her behaviors. This resident will yell at other staff and residents and she will at times become physically abusive towards both staff and residents. Related to: This resident has chosen not to come to social service groups and therefore her anger issues can get out of control. This resident will get mad at other residents for</p>	F9999			

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F9999	<p>Continued From page 38</p> <p>what seems to be no reason at all. This resident has been known to target other residents and fight with those people that she does not like. Approach: Staff will continue to encourage this resident to come to social service groups and to control her anger. Staff will encourage resident not to hit and yell at other people and instead go to an activity or go to her room to get her mind off of what she is angry about. Staff will intervene, when appropriate, when this resident is hitting or yelling at other staff, and staff will attempt to calm this resident down and prevent her from hurting herself or others." This same Care Plan documents, "4-14-2010, Problem: Altered Mood Pattern, Resident often will appear to be very happy, and then will become very upset and often will throw herself into aggressive verbally, [sic], and attempt physical behaviors." Eight approaches for this problem, all include some form of the following same approach, from 4-14-2010 through 4-24-2010 document encourage activity participation, respect wishes, praise activity involvement, introduce to peers, encourage family involvement and allow to verbalize. From 4-14-2010 through 5-9-2010 this same Care Plan documents Problems of "violence, with maladaptive behavior, with anger." Fifteen approaches for this problem all include some form of the following same approaches, "close supervision, watch for signs of increasing agitation, approach calmly, remove from setting, allow to vent."</p> <p>On 5-27-2010 at 11:10am. E1 (Administrator) stated, "The one on one sitters were implemented on 5-10-2010. Since 5-10-2010 there have not been any resident to resident altercations involving (R3). (Z3/Medical Director) has been informed of (R3's) resident to resident</p>	F9999			

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F9999	<p>Continued From page 39</p> <p>altercations. (Z3's) recommendation was to change (R3's) placement. In March 2010 we, staff determined we could no longer meet (R3's) needs and started exploring other placement options."</p> <p>On 5-27-2010 at 10:40am. E2, (DON) stated, "(R3) has been accepted at (Name of Facility) and will transfer on Tuesday, 6-1-2010. No residents have been involved in altercations, (involving R3), since 5-10-2010 with the sitters."</p> <p>From 8-25-2009 through 5-10-2010 Nursing Notes document twenty-eight incidents of R3 yelling, shouting, swinging hands/fists, throwing, verbally threatening residents, and displaying physically aggressive behaviors to unidentified residents that reside on the same floor of the facility as R3.</p> <p>Seven known residents (R1, R4, R5, R9, R10, R11, and R13) from 8-25-2009 through 5-10-2010 have thirty-nine documented incidents of resident to resident physical abuse and verbal abuse inflicted upon them by R3, as identified below.</p> <p>1. The Face Sheet documents R9 was admitted to the Facility on 3-19-2004, with diagnoses that include mental retardation, schizophrenia, paranoid type, and osteopenia. This same Face Sheet documents R9's age as 83.</p> <p>R9's 7-9-2009 quarterly and 1-12-2009 annual MDS, Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns document the following: R9's cognitive skills are moderately impaired. R9 has reduced social interactions and withdrawal from activities of interest. R9 is not</p>	F9999			

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F9999	<p>Continued From page 40</p> <p>having verbally abusive behavioral or physically abusive behavioral symptoms.</p> <p>The 9-18-2009 at 7:17pm. Nursing Note is, "was bitten by (R3), as he tried to pass her in the hall, in his wheel chair. (R3) refused to back up from the middle of the hall to let (R9) pass, as his wheel tapped the side of (R3's) foot. (R3) began screaming, and bit (R9) on the left forearm. (R3) broke the skin in one entire circle of teeth marks. (R9) bruised immediately, and bled enough to soak a 4x4 gauze pad. (R9's) wound cleansed, triple antibiotic ointment applied, (Z3, medical doctor) called, was told to send (R9) out to emergency room. When emergency medical technicians arrived (R9) refused to be transported, worrying about the cost. Doctor called again, and ordered augmentin twice a day for seven days, also ordered to clean and dress wound. Wound cleansed and dressed again, ice applied. Time of incident 6:45pm. (R3) was given, at her own request intramuscular Haldol." (According to Lexi-Comp's Drug Reference Handbook, Geriatric Dosage Handbook 12th Edition page 93, Augmentin is an antibiotic used to treat infections caused by susceptible organisms involving skin and skin structures. Haldol is an antipsychotic used to manage psychotic disorders. Unlabeled/Investigational Use: May be used for the emergency sedation of severely agitated or delirious patients. Page 721.)</p> <p>E23, (CNA/Certified Nursing Assistant) on 5-24-2010 at 1:10pm. stated, "(R3) grabbed (R9) and bit him. (R9) had a mark, bite mark, for approximately two weeks after the bite. You could see top and bottom teeth prints on his arm. It was before Christmas. When (R3) targets a resident, she doesn't forget it, and targets that</p>	F9999			

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F9999	<p>Continued From page 41</p> <p>resident. If (R3) targets someone, something set her off, she targets them because of what set her off. (R3) says she's going to bite or get another resident she's targeting. The more cognitive residents stay away from (R3). (R3's) behaviors have stayed the same since I've been here. Sometimes it takes two or three employees to pull (R3) off of a resident. (R3's) very strong. I've probably witnessed five incidents of (R3) going after residents. (R3's) behaviors are to bite or be aggressive with residents in her area, or in her way, or if they say something to (R3)."</p> <p>The 9-21-2009 at 9:11pm. Nursing Note is, "(R9's) bite mark on left forearm still in evidence. Resident has refused to let nursing and CNA, (Certified Nursing Assistant) staff on both second and third shift assist him to bed. Resident is noted to be very tired and somewhat lethargic."</p> <p>R9's 9-22-2009 at 11:45am. Nursing Note is, "Third shift nurse reported that (R9) did not go to sleep in his bed. (R9) stayed up by the nurses station in his wheel chair all night, stating that he did not want the lady to get him again that bit him. Complains of pain to left arm, requested something for pain."</p> <p>The 9-22-2009 at 11:00am. PRN (as needed) Medication Information Sheet documents R9 received two acetaminophen tablets for complaints of left arm pain.</p> <p>R9's 9-24-2009 at 11:12am. Nursing Note documents, "Resident stated he is scared."</p> <p>R9's Care Plan provided 5-28-2010 by E2 (DON/Director of Nursing) documents, "Problem: Potential for altered communication related to</p>	F9999			

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F9999	<p>Continued From page 42</p> <p>diagnosis of mental retardation. Approach: "9-21-2009 Nurses...Resident removed from the situation. Area cleansed with normal saline and dry dressing applied/augmentin twice a day for seven days. Redirect resident to utilize opposite hallway. Nurse aide...Resident removed from the situation. Redirect resident to utilize opposite hallway."</p> <p>2. The Face Sheet documents R11 was admitted to the facility on 10-7-2009 and as currently being 56 years old.</p> <p>R11's 5-16-2010 through 6-15-2010 Physician Order Sheet documents diagnoses that include failure to thrive, severe mental retardation, organic brain syndrome, and a history of seizure disorder.</p> <p>The 4-9-2010 quarterly and 10-13-2009 initial MDS Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns document the following: R11's cognitive skills are severely impaired. R11 is not having verbally abusive behavioral symptoms and indicators present of easily altered physically abusive behavioral symptoms.</p> <p>R11's 10-18-2009 at 10:59pm. Nursing Note is, "(E24/LPN/Licensed Practical Nurse, E26/LPN, E29/CNA, and E30/Activity Aide) helped to pull (R3) off (R11) twice. We had to pry (R3's) hands out of (R11's) hair. (E24/LPN, E26/LPN, and E29/CNA) did not see (R11) pull (R3's) hair. We heard (R11) screaming and ran to see what was wrong and that's when we saw (R3) pulling (R11's) hair. (R3) pulled handfuls of hair out of (R11's) head. It was very hard to get (R3) off (R11). (R3) also hit (R11) in her head a few</p>	F9999			

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NAME OF PROVIDER OR SUPPLIER ROCK ISLAND NURSING & REHB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201		
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F9999	<p>Continued From page 43</p> <p>times as well. Bruising noted to (R11's) left side of neck, kind of near the back. (R11) had a headache, tylenol given for headache. (R11) was comforted by staff members, due to the fact that she was so afraid that she was shaking. Incident occurred in the hallway. We had to watch (R3) closely because she continued to walk around the unit trying to attack (R11) again. (R3) was given a shot of Haldol right after incident that was not effective."</p> <p>On 5-26-2010 at 3:05pm. E24, LPN stated, "When (R3) is angry she doesn't forget. The 10-18-2009 incident occurred in the hallway. (R11) I believe was in a wheelchair. (R3) had handfuls of hair in both of her hands. (R11) was whimpering and rubbing her head. I know it hurt (R11), her face was red. It took four of us to separate them. (R3) is very strong. (R3) went after (R11) a second time, not too long after, not even twenty minutes later. (R3) will wait until staff are busy doing resident cares, she's smart enough to wait until staff are busy. Sometimes (R3) follows me. The other residents are aware of (R3's) aggressive behavior. (R3) does not want residents in the hallway outside of her room. To me it's not fair that residents can't go where they want. At med pass time, and when residents are coming down to dinner, staff are busy, it's a pattern for (R3) to attack other residents. (R3) is very strong and can walk on her own. I also feel if another resident has an emergent need and (R3) decides to take the opportunity to target another resident, I'm not sure I can protect or keep the other residents safe. I do not feel (R3) is appropriately placed because she has more mental than physical issues. We have residents that ought to be able to go where they want without being physically</p>	F9999			

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F9999	<p>Continued From page 44</p> <p>abused. (R3's) behaviors have stayed the same for seven or eight months. (R3) does not forget and carries through the physical violence threats when the opportunity presents itself."</p> <p>E26, (LPN) on 6-1-2010 at 12:45pm. stated, "(R3) snaps out at intervals. I've seen (R3) pick out a resident, or staff member, and get up and attack them. Most of the time (R3) says I'm going to bite the (female dog), and she does. Residents are afraid of (R3) when she says she'll bite them. (R10) wouldn't even go her way. I've witnessed (R3) trying to bite residents. (R3) is very strong, it takes several staff to get her off of residents. Out of nowhere, without being provoked (R3) yells and threatens residents, keeps them awake, throws things.</p> <p>The 10-24-2009 at 6:28am. Nursing Note is, "Behavior of swears, yells for attention, yells and shouts. (E28/LPN) walked off the elevator. (R11) was walking by (R3). (R3) got up out of wheel chair and stated that (female dog) sent me to the hospital and I am going to bite (R11) again, and kick her ass. 6:50am. (R3) is continuously yelling, screaming, getting up out of wheel chair, grabbing onto the nurses station. Verbally abusing residents and staff. (R3) keeps stating, 'I am going to bit the (female dog)'."</p> <p>On 6-1-2010 at 2:20pm. E28, (LPN) stated, "The 10-24-2010 Nursing Note involves (R11) who is mentally retarded. (R3) goes after residents she knows can't defend themselves and (R3) knows who she can harm. (R11) was afraid of (R3). When (R3) would verbally threaten (R11), (R11) would throw her arms and hands out and yell mom, mom, mom. (R3) is strong. (R3) gets out of her wheel chair and comes at residents, yelling</p>	F9999			

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F9999	<p>Continued From page 45</p> <p>she's going to get them, and bite them. Sometimes residents were around when (R3) started throwing things and screaming and could be injured. I've witnessed (R3) verbally abusing residents. Most of the time (R3) was rewarded by staff for her bad behaviors by getting a shot and a pop. (R3) throws books, computers, water pitchers, etc. (R3) is very strong, it takes sometimes four and five staff to stop (R3). I've seen (R3) bite (R11). (R3) grabs the resident's arm, and latches down with her teeth very hard. The residents were hurt. Residents would have teeth marks and bruising. If I'm dealing with a situation with another resident that's when (R3) would go after another resident. (R3) is very smart. The biting is a behavior to get what she wants, by rewarding (R3) with a pop."</p> <p>3. The Face Sheet documents R5 was admitted to the facility on 1-20-2010 and as currently being 78 years old.</p> <p>R5's 5-16-2010 through 6-15-2010 Physician Order Sheet documents diagnoses that include Alzheimer's and cardiovascular disease.</p> <p>The 4-23-2010 quarterly and 2-10-2010 initial MDS Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns document the following: R5's cognitive skills are severely impaired. R5 is having, easily altered, verbally abusive behavioral symptoms and no physically abusive behavioral symptoms.</p> <p>On 1-25-2010 at 11:20am. the Nursing Note documents, "At 10:30am. (R3) was verbally abusing another resident. (E28/LPN) and staff ran down to redirect, (R3) grabbed (R5) and bite, [sic] her on her left hand and drew blood. (R3)</p>	F9999			

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F9999	<p>Continued From page 46</p> <p>kept stating 'I bite the (female dog) and she is going to die.' (R3) is continuously biting residents and having behaviors noted. (R3) sent to (mental health facility)."</p> <p>The 1-28-2010 at 11:13pm. Nursing Note is, "(R3) returned from (mental health facility) at 4:00pm....Pulled (R5's) hair. (R5) was propelling her wheel chair down the hall and (R3) was sitting in the hall. So when (R5) went to pass (R3), I think (R5) may have bumped (R3's) wheelchair and this upset (R3), so (R3) pulled (R5) by her hair. Staff pulled (R3) off of (R5)."</p> <p>On 5-26-2010 at 3:05pm. E24, (LPN) stated, "Regarding the 1-28-2010 incident, (R5) propels her own wheel chair, her room is four or five doors down from (R3's). (R5) is confused and has to go down the hall. (R5) was just trying to go by, (R3) pulled (R5's) hair good. (R5) rubbed her head and said 'ouch.' The rest of the day (R5) just rubbed her head."</p> <p>The 1-30-2010 at 10:27am. Nursing Note documents, "(R3) started yelling at (R5). Stating I am going to bite (R5) and moving over to (R5). (R3) kept trying to move forward to get at (R5). (R3) kept standing up, being aggressive, and combative. This is a continuous behavior."</p> <p>On 2-9-2010 at 9:08pm. the Nursing Note documents, "(R3) threatened to bite (R5) three times this shift, when (R5) passed too close to (R3)."</p> <p>The 2-15-2010 at 9:07pm. Nursing Note is, "(R3) threatened to bite (R5) a number of times, as (R3) always does. Intramuscular antianxiety administered with good effect. (R3) asleep now</p>	F9999			

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F9999	<p>Continued From page 47 and in no apparent distress."</p> <p>On 2-18-2010 at 4:45pm. the Nursing Note documents, "(R3) upset, stated the old lady, was going to get me, so I got her before she got me. (R3) yelling, cursing, and stripping off her clothes." (No other information is documented in the nursing note regarding this incident and which other resident was involved).</p> <p>E2, (DON) on 5-25-2010 at 9:00am. verified R5 was the "old lady" involved in the 2-18-2010 incident.</p> <p>The February 2010 Accident and Incident Log documents, "2-18-2010 (R3) and (R5) resident to resident incident in hallway." Injury to R5, "Scratch" on "Hand."</p> <p>Report to Illinois Department of Public Health Regional Office faxed 2-19-2010 is, "Description of Occurrence: 2-18-2010 at 3:00pm., According to staff this dementia resident (R5), placed her hand, for unknown reasons on or near (R3's) face. (R3), who also has a diagnosis of dementia, grabbed this (R5's) arm, resulting in two superficial scratches to the top of (R5's) hand. Area on (R5's) hand was immediately assessed, cleansed, and a bandage applied."</p> <p>On 4-1-2010 at 5:23pm. the Nursing Note documents, "(R3) had a behavior in the late morning hours. (R3) bit another resident on top of her left hand. (R3) was given intramuscular Geodon for severe agitation."</p> <p>E2, (DON) on 5-25-2010 at 9:00am. verified R5 was the resident bitten by R3 on 4-1-2010.</p>	F9999			

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F9999	<p>Continued From page 48</p> <p>The 4-1-2010 Incident Investigation and Follow-Up Action documents (R5) was bitten on the left hand by (R3). "What was the proximate cause of the incident? CNA was wheeling resident by the nurses to be checked and (R5) was bit by another resident, (R3)."</p> <p>On 6-1-2010 at 10:15am. E25, (LPN) stated, "(R3) can get up out of her wheel chair. Some residents were afraid of (R3). (R5) was very confused and afraid of (R3). It seems like residents, that could not defend themselves, (R3) targeted. (R3) knew what she was doing. She was very smart. It took several aggressive incidents when (R3) first arrived until (R3) was moved to the (Name of current floor R3 resides on). (R3) was verbally abusive, yelling and screaming, up and down the halls. (R3) should have been moved a long time ago. (R3 was transferred to another facility on 6-1-2010). Why Administration allowed so many people to be hurt, and didn't do anything about it, is unclear. This placement was not appropriate for (R3). After (R3's) abusive behaviors, she was rewarded with a pop. If (R3's) mind was made up, she would wait until she could get that resident. It is a shame this went on so long, and so many residents were hurt. In May 2010 (E1/Administrator) told us (nursing staff) we could not chart attacks, and specific information of incidents, with resident to resident aggression. On 4-1-2010 (R3) came up to (R5) and bit her when she was asleep. (R5) was sitting in the common area, asleep in her wheelchair by the nursing desk. (R3) came charging out of her room and bit (R5) on top of her left hand. I felt residents were not safe due to (R3's) threatening, screams, curses, swears, yells, throws, and bites, [sic]. I felt Administration did not support us, just</p>	F9999			

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F9999	<p>Continued From page 49</p> <p>told us to change what we were documenting, that it was inappropriate if nurses charted what happened, and what they saw happened. They (Administration) was [sic] not happy with this charting of the incident. (R3) broke the skin when she bit (R5), and she was bleeding. (R5) yelled out when she was bit. I called (R5's family member). (R5's family member) was upset and said it happened too much. (R3) targeted residents, the same residents, that were unable to defend themselves. I would guess (R3) has attacked over ten residents."</p> <p>Z5 (Family Member) on 6-3-2010 at 8:50am. stated, "(R5) has had her hair pulled, been hit, and bitten. (R3) was doing it. (R5) is very tiny and fragile. (R5) is only about one hundred pounds, she's bones with some skin on her. On 4-1-2010 (R5) had a bite on the top of her left hand, it made her bleed. I am three minutes away. I saw bite marks on (R5's) hand, they had the blood cleaned off, and the skin was broken. They put antibiotic ointment on it, and put her on an antibiotic. This wound took a couple of weeks to heal. (R5) needed cleaning and antibiotics with band aids for two weeks. In January (R3) bit (R5) on her left hand, it was a bigger bite, deeper. I looked at this bite after it happened, and there were teeth indentations, and it was deep. In January of 2010 (R5) had handfuls of hair pulled in back. In February 2010 (R5) had her hand scratched in two areas, it looked like nails run across. (R5) had bruises across her hand in a line, each about an inch or so long. (R5) was very afraid of (R3). When I would bring (R5) out of her room, (R5) would say that's the mean lady, she'll hurt you, she's mean. I would keep talking to (R3) about (R5) and tell (R3) not to touch (R5). (R3's) very smart. The other</p>	F9999			

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F9999	<p>Continued From page 50</p> <p>residents on the floor are afraid of (R3). They (residents) are afraid because (R3) bites, hits, scratches, and attacks. The poor nurses up there. When I told (R3) don't touch (R5) she understood. (R3) is smart. I would always ask (R3) who is this, and have (R3) say (R5's) name, and tell (R3) be nice to (R5). I had to figure out how to make (R3) a good girl. Residents are quartered on the opposite hallway from (R3's) room, because they, (residents) have to keep the peace. I spoke with (E1/Administrator), (E2./DON), all the Administration, we had a meeting in January, February, every time, I would request a meeting. They said they would try different things with (R3), and would send her somewhere else. (R3) throws fits, Administration needed to stick to their guns. I was very angry for a few months. I decided to take matters into my own hands, by everytime I went there telling (R3) who is this, and I won't hurt (R5). Before that everybody was supposed to stay away from her, and not be on her hallway. There are two hallways there."</p> <p>4. The Face Sheet documents R4 was admitted to the facity on 1-20-2010 and as currently being 47 years old.</p> <p>R4's 5-16-2010 through 6-15-2010 Physician Order Sheet documents diagnoses that include agitation, psychosis, left hemiplegia due to a right brain resection, seizures, and chronic pain.</p> <p>The 2-22-2010 quarterly MDS Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns document the following: R4's cognitive skills are severely impaired. R4 is having, not easily altered, verbally abusive and physically abusive behavioral symptoms.</p>	F9999			

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F9999	Continued From page 51 The 11-15-2009 at 3:33pm. Nursing Note is, "Late entry for 11-14-2009 at 4:50pm. (E24/LPN, and two CNA's), we pulled (R3) off (R4). We continue to watch (R3) closely because she seems to retaliate when no one is paying attention. 9:06pm. (R3) remains on "INC" for slapping and biting (R4) yesterday. (R3) was given a shot of Haldol and separated from (R4). The shot was effective after some time." On 5-26-2010 at 3:05pm. E24 (LPN) stated, "On 11-14-2009 (R3) was in the center of the hallway. The CNA asked (R3) to move and she wouldn't move. The CNA moved (R3). (R3) went after (R4) and slapped him, possibly the face I think, and bit his left forearm. (R3's) arm was red. Three of us pulled (R3) off (R4). The 12-5-2009 at 8:25pm. Nursing Note is, "(R3) had to be redirected away from (R4). (R3) wanted to attack (R4). (R3's) asleep now and in no apparent distress. All medication administered." On 12-10-2009 at 9:50pm. the Nursing Note documents, "(R3) was given a shot of Geodon tonight at about 5:00pm. due to (R3) getting upset because (R4) bumped (R3) when going to the garbage can. (R3) was saying things like 'I'm going to bite him', 'I don't like him'. On 12-12-2009 at 9:44pm. the Nursing Note documents, "4:50pm. (R4) rolled over (R3's) foot with his wheel chair, for no apparent reason. It was intentional. (R3) did retaliate, and bit (R4) on his left hand, near his knuckles. (R24/LPN and CNA), we were trying to pull (R3) off (R4) so that (R3) would not bite (R4)."	F9999			

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F9999	<p>Continued From page 52</p> <p>On 5-26-2010 at 3:05pm. E24, (LPN) stated, "On 12-12-2009 (R3) bit (R4) on his left hand, near his knuckles. (R4) is paralyzed on one side and goes backward in his wheelchair."</p> <p>The 12-16-2009 at 9:42pm. Nursing Note is, "(R3) got a little upset tonight with (R4). (R4) was picking at (R3) like he usually does, and (R3) felt herself getting upset, so (R3) asked me for a shot. I gave (R3) one because I could see it in her. (R3) even stated that she wanted to bite the (fecal material) out of (R4)."</p> <p>On 5-26-2010 at 3:05pm. E24, (LPN) stated, "On 12-16-2009 (R3) said 'I'm going to bite (R4),' verbally threatening him. (R4) just stares at (R3) unless she gets close to him."</p> <p>The 12-23-2009 at 8:02pm. Nursing Note is, "(R3) attempted to bite (R4) without provocation."</p> <p>On 5-24-2010 at 2:40pm. E19, (LPN) stated, "Residents are staying away from (R3) because of her physical aggression. Administration drew a line in the hallway for residents not to cross. One incident was when CNAs told me (R3) was threatening to bite (R4). (R3) was at the desk, in her wheel chair, and bit (R4) when he was asleep. (R3) will target residents, and isn't easily distracted, and will follow through with her threats. When (R3) targets a resident, she will wait and follow through. (R3) remembers her perceived injustices. I'm not suprised at how many times (R3) has bitten residents. I'm afraid to leave the Nursing Desk, or take a break, until the residents go to bed. If I leave the nursing desk to give resident cares, or to take a break, I'm called to the desk for incidents. I don't think</p>	F9999			

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F9999	<p>Continued From page 53</p> <p>the residents are safe. The residents are unsafe due to (R3's) volatile behavior. Many residents are frail and in wheelchairs on the (name of floor), their reflexes are slower. I've needed assistance to pull (R3) off of residents. I think residents are safer now, with the sitter, than they've been for the longest time, but I can't manage other residents if there is an emergency or problem. I'm waiting for the ax to fall. I can't be everywhere. I pray nothing happens. I'm still concerned for staff safety. If I have an emergency with another resident, and am detained with that resident's care, I won't be able to manage (R3's) behavior."</p> <p>The 12-27-2009 at 10:03pm. Nursing Note is, "(R3) bit (R4) on his right arm just below the elbow. (R4) was sitting in the hallway at 4:05pm. (E24/LPN), and CNA, we pulled (R3) off (R4). Redirected (R3) and she was given a shot of Haldol that was effective."</p> <p>On 12-29-2009 at 10:59pm. the Nursing Note documents, "(R3) bit fellow resident. (R3) entered resident's room as he lay sleeping and bit him on the right hand. They had argued earlier. No broken skin. Bite marks faded within twenty minutes."</p> <p>E2, (DON) on 5-25-2010 at 9:00am. verified the "fellow resident" bitten by R3 on 12-29-2009 was (R4).</p> <p>The 1-1-2010 at 11:48pm. Nursing Note is, "(R3) repeatedly attempted to bite (R4) for absolutely no reason at all. Needed redirecting time after time. Haldol shot did not help much. Other residents are afraid of (R3). Others have to travel the hallway opposite (R3). When asked to</p>	F9999			

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F9999	<p>Continued From page 54</p> <p>move her wheelchair for others (R3) becomes violent, standing up, screaming profanities, and threatening to 'bite the hell' out of somebody."</p> <p>On 1-15-2010 at 7:39pm. the Nursing Note documents, "(R3) threatened to bite 'the hell' out of (R4)."</p> <p>R4's 1-16-2010 at 7:22pm. Nursing Note is, "(R4) sitting quietly in wheelchair, listening to music, attacked by another resident, unprovoked attack, bite. (R4) visibly shaken and saddened."</p> <p>The 1-16-2010 at 7:25pm. Nursing Note is, "Threatens with physical violence. Bites, had to be redirected six times today. 9:50pm., asleep in room now. Threatened people at least six times. Med with some good effect."</p> <p>R4's 1-16-2010 Resident Investigation and Follow-Up Action report documents, "Bite on left hand/digits. Bit by another resident."</p> <p>The 1-18-2010 at 7:18pm. Nursing Note is, "(R3) had to be pulled away from biting (R4), who was sitting unobtrusively listening to music. All meds administered."</p> <p>On 1-23-2010 at 10:31pm. the Nursing Note documents, "(R3) did request a mood pill tonight, (R3) stated that she did not want to bite (R4)."</p> <p>5. The Face Sheet documents R1 was admitted to the facility on 1-22-2010 and as currently being 89 years old.</p> <p>R1's 5-16-2010 through 6-15-2010 Physician Order Sheet documents diagnoses that include senile dementia/Alzheimer's type with behaviors,</p>	F9999			

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F9999	<p>Continued From page 55</p> <p>altered mental status, and generalized weakness.</p> <p>The 4-21-2010 quarterly and 1-28-2010 initial MDS Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns document the following: R1's cognitive skills are severely impaired. The 1-28-2010 initial MDs documents R1 is not having any verbally or physically abusive behavioral symptoms. The 4-21-2010 quarterly MDS documents R1 is having, not easily altered, verbally abusive and physically abusive behavioral symptoms.</p> <p>The 3-27-2010 at 4:19pm. Nursing Note is, "(R3) is uncooperative, combative, agitated, noisy, disruptive, daily with other residents, threatens, screams, curses, swears, yells, shouts, bites. Bit (R1) on left forearm, no skin broken, arm bruised, unprovoked. As needed medication administered with good effect."</p> <p>E21 (CNA) on 5-24-2010 at 2:00pm. stated, "I witnessed (R3) bite (R1) on the arm. (R3) got mad, she was yelling at (R1). When I turned around (R1) was holding his arm. Me and one other aide got them separated. (R1) had a small amount of blood trickling from his arm, top and bottom, whole mouth, teeth indentions were visible on his arm. The bite occurred in the hallway. Prior to the one on ones it was hard to manage (R3's) behaviors with two aides, and trying to take care of everyone else, it's difficult. If (R3) feels another resident has offended, or bothered her in some way, she will target that resident. When (R3) gets mad she yells, and residents can hear her. (R3) will yell 'I'm going to get you' or 'bite you.' (R3's) behaviors are hitting, biting, screaming, yelling, throwing things. Some residents try to stay away from (R3). I don't think</p>	F9999			

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F9999	<p>Continued From page 56</p> <p>the other residents are safe due to (R3's) behaviors. I don't think staff are safe either. The behaviors just keep happening. (R3's) behaviors have stayed the same for the time of my employment. I work full time. (R3) knows what she's doing because she says what she's going to do, and waits and does it, or after biting, hitting, or assaulting, (R3) talks about it later."</p> <p>R1's 3-30-2010 (Z3/Physician) Progress Note is, "(R1) bit on left upper forearm by (R3). Left upper forearm lightly inflamed, no drainage."</p> <p>On 5-24-2010 at 2:40pm. E19, (LPN) stated, "The last time I saw (R3) bite a resident was (R1). (R1) was in the hallway, in a wheelchair, they were separated by approximately ten feet. (R3) jumped up from her wheelchair, and ran over to (R1), and bit him on the left forearm. I pulled (R3) off of (R1). There were top and bottom indentations on his arm. I don't remember if (R3) broke the skin."</p> <p>E27 (CNA) on 6-1-2010 at 1:40pm. stated, "I've witnessed (R3) hitting, biting, verbally threatening, yelling, with other residents. I've had to stop (R3) from attacking other residents. (R3) went after (R1). (R1) was going down the hall in his wheelchair. Automatically when (R3) saw residents going down the hall, (R3) would go after them. (R3) bit (R1). (R3) was in the hallway. (R1) was just going by in his wheelchair. (R3) started yelling and bit (R1) on his arm and broke the skin, and it was bleeding. (R1) was upset. The nurse took over. Residents were afraid, they knew (R3) would bite. They were afraid to go down the hallway, on (R3's) side of the hall, where her room was. (R3) targeted wheelchair, confused residents. (R3)</p>	F9999			

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F9999	<p>Continued From page 57</p> <p>would verbally threaten other residents with 'I'm going to hurt you or bite you,' etc. Residents weren't safe because of (R3's) aggressive biting and threats. (R3) can walk. I think residents are safe with (R3) gone now."</p> <p>On 5-19-2010 at 10:00am. E8 (CNA) stated, "I've seen (R3) have behaviors. (R3) goes after (R1). I saw (R1) right after he was bit the first time, on his forearm, around March 2010 is when it happened. The bite left a circle of teeth marks on his forearm, and there was blood. (R1) was in the hallway, not in (R3's) room, when she bit him the first time. The second time, (R3) attempted to shove (R1's) wheelchair, he wasn't in her room, he was in the hallway."</p> <p>Nursing Note of 4-2-2010 at 7:35pm. documents, "(R3) requested intramuscular anti-anxiety repeatedly. (R3) screamed and threatened (R1). Medication administered."</p> <p>R1's 4-5-2010 at 4:12pm. Nursing Note is, "(R1's) daughter called (E15/Unit Coordinator), (E31/ADON/Assistant Director of Nursing), and (E7/Social Service Director) all to (R1's) room. Upon entering the room (R1's) daughter showed staff two bite marks on (R1's) arm. (E31/ADON) assessed these marks and reported to (E1/Administrator)."</p> <p>E1 (Administrator) on 5-18-2010 at 1:50pm. stated, "We don't know if (R1) was bit more than once. (R1) is combative. We have separated (R1) and (R3). (R3) doesn't like (R1), and they are like a magnet. (R3) wants to go right to him."</p> <p>The 5-8-2010 at 6:59am. Nursing Note is, "(R3) seen, [sic], another resident and stated, 'I am</p>	F9999			

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F9999	<p>Continued From page 58 going to bite him."</p> <p>On 5-8-2010 at 9:12pm. the Nursing Note documents, "(R3) got up and attempted to bite another resident, threw herself onto him, knocking him from his wheelchair."</p> <p>E2, (DON) on 5-25-2010 at 9:00am. verified R1 was the resident (R3) attempted to bite and knocked from his wheelchair on 5-8-2010.</p> <p>The 5-10-2010 at 8:11pm. Nursing Note is, "(R3) grew agitated and began yelling when (R1) came within sight of (R3)."</p> <p>On 5-18-2010 at 8:15am. Z6 (Family member) stated, "A resident on the (Name of floor) where (R1) resides is younger with a muscular disorder in a wheelchair but can walk, has been abusing (R1). This happens anytime of day. This same resident has bitten (R1) and five other residents. I met with (E15/Unit Coordinator) after (R1's) first bite by (R3) on March 27th. (E15/Unit Coordinator) said they would provide one on ones with (R1) to protect him from (R3). I was told (R3) is an involuntary discharge, they sent out fifty-two packets, but haven't found a placement, that it's difficult. I had a second meeting with (E1/Administrator). I met with (E1/Administrator) twice about the biting and shoving. (E1) offered to move (R1) to the locked unit, as the one on ones by staff with (R3) were not keeping (R1) safe. I declined the locked unit as (R1) still communicates. (R1) cannot get out of his wheelchair on his own, but can propel the wheelchair with his feet. (E1/Administrator) said staff said (R1) gets confused and tries to go into (R3's) room. I attend (R1's) Care Plan meeting and he can be redirected. (E1/Administrator)</p>	F9999			

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F9999	<p>Continued From page 59</p> <p>said they haven't been able to find a placement for (R3) and that it's not that easy and they will continue one on ones. On 5-8-2010 (E19/LPN) told me (R3) knocked (R1) to the floor. (R1) shouldn't have to move, he's not attacking and biting people."</p> <p>6. The Face Sheet documents R10 was admitted to the facility on 7-27-2006 and as currently being 45 years old.</p> <p>R10's 5-16-2010 through 6-15-2010 Physician Order Sheet documents diagnoses that include head injury, chemical imbalance in brain, anxiety, psychosis, and behavior problems.</p> <p>The 3-1-2010 quarterly and 6-11-2009 annual MDS Section B, Cognitive Patterns and Section E, Mood and Behavior Patterns for the 6-11-2009 annual MDS documents R10's cognitive skills as moderately impaired, with not easily altered verbally abusive behavioral symptoms, and easily altered, physically abusive behavioral symptoms. The 3-1-2010 initial MDS documents R10's cognitive skills as severely impaired, with not easily altered, verbal and physically abusive behavioral symptoms.</p> <p>Nursing Note of 10-3-2010 at 10:27pm. is, "(R3) and another resident had been seen physical [sic] fighting."</p> <p>Accident & Incident Log of October 2009 documents, "10-3-2009, Resident to Resident incident, hallway, (R3) and (R10), no injuries."</p> <p>The 10-3-2009 at 6:50pm. Incident Investigation and Follow-Up Action is, "(R3) observed fighting with another resident, (R10), near (R3's) room in</p>	F9999			

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F9999	<p>Continued From page 60 hallway." This same report does not contain documentation on the section for injuries.</p> <p>On 10-4-2009 at 1:38pm. the Nursing Note documents, "(R3) was agitated and stated she was going to hit another resident, (E9/LPN) attempted to redirect (R3) without success, (R3) was screaming out, (R3) refused to stay away from the resident she was attempting to hit, Haldol, intramuscularly given."</p> <p>E2, (DON) on 5-25-2010 at 9:00am. verified R10 was the resident R3 was attempting to hit on 10-14-2009.</p> <p>The 10-10-2009 at 10:48am. Nursing Note is, "at 10:48am. (R3) was too close to a resident that she had an altercation with, this writer, (E28, LPN) encouraged (R3) to wheel herself around. (R3) got upset continuously yelled, screamed, got up from her wheelchair. 2:18pm. (R3) was being combative, was given as needed medication."</p> <p>On 6-1-2010 at 2:10pm. E28, (LPN) verified on 10-10-2009 at 10:48am. R10 was the resident (R3) was having an altercation with. R28 then stated, "On 10-10-2009 (R3) was aggressive and verbally threatening (R10)."</p> <p>The 11-24-2009 at 9:02pm. Nursing Note is, "(R3) would not move out of the way at one point for (R10) to pass by in her wheelchair. They had a brief altercation. (R3) knocked (R10's) radio to the ground. Haldol intramuscularly administered."</p> <p>On 5-25-2010 at 2:15pm. R10 stated, "It's been awhile since (R3) bit me and attacked me. I'm not afraid of her now because I've learned one</p>	F9999			

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F9999	<p>Continued From page 61</p> <p>swift arm movement would knock (R3) down to the floor. The bite would hurt anyone, it hurt me when (R3) bit me. (R3) threw and broke my radio."</p> <p>E19 (LPN) on 5-24-2010 at 2:40pm. stated, "(R10), I believe is afraid of (R3)."</p> <p>The 12-3-2009 at 7:14pm. Nursing Note is, "(R3) is agitated, noisy, yells and shouts, swings hands/fists, swears, weekly with other residents. Threatens, screams, curses, swears, yells, shouts, verbally abusive behavior is not easily altered, hits, shoves, scratches, swings, physically abusive behavior is not easily altered, when (R3) is upset, or mad at someone. (R3) having verbal altercations with another female resident, whom (R3) does not get along with. (R3) yelling, accusing other resident of starting a fight and calling her dirty names. Situation was averted until (R3) jumped up and started after other resident, staff intervened just in the nick of time to prevent (R3) from assaulting the other female resident. (R3) requested and was given Geodon intramuscularly for agitation."</p> <p>Nursing Note of 12-4-2009 at 8:42pm. is, "Had to redirect (R3) twice. (R3) tried to attack (R10) when (R10) tried to squeeze by in her wheelchair. It was unprovoked. All medications administered."</p> <p>On 6-1-2010 at 12:45pm. E26 (LPN) stated, "Residents are afraid of (R3) when she says she'll bite them. (R10) wouldn't even go (R3's) way on the hallway. I think (R10) was afraid of (R3)."</p> <p>The 12-20-2009 at 11:16am. Nursing Note is,</p>	F9999			

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F9999	<p>Continued From page 62</p> <p>"(R3) is agitated, noisy. (R3) was sitting in wheelchair and another resident was verbally abusing her, (R3) stood up and continuously stated, 'I am going to bite you (female dog).'"</p> <p>Nursing Note of 12-20-2009 at 8:39pm. documents, "(R3) tried to attack and bite (R10) for no reason at all. Separated in the nick of time by CNA."</p> <p>The 1-11-2010 at 8:13pm. Nursing Note is, "(R3) tried to bite (R10) twice for absolutely no discernable reason. (R3) given Haldol intramuscularly per her request. Refuses to move out of the way, as people try to pass by. Threatens them with physical harm, almost every single time."</p> <p>Nursing Note of 1-25-2010 at 2:20am. is, "(R3) went down to end of hall by (R10's) room. (R3) refused to leave hall, just sat there. (R10) was not bothering (R3)."</p> <p>On 5-22-2010 at 1:35pm. Z4 (Family Member) stated, "I don't feel that (R10) is safe. (R10) had her hair pulled out by (R3). Now there's a sitter for (R3) and she's not causing as many problems. I was on the (name of floor) a couple of days ago. (R3) wouldn't move, the aide moved her, (R3) went off. I now know to go the other way. I know psychiatric placements are closed. I come up two times a week or more. The residents are safer now with (R3) having the sitter, but before I was concerned for (R10's) safety. I think the sitter was a good thing for safety. I talked with Administration and they told me they were looking for another placement for (R3), and that psychiatric placements were difficult."</p>	F9999			

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NAME OF PROVIDER OR SUPPLIER ROCK ISLAND NURSING & REHB CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 2545 24TH STREET ROCK ISLAND, IL 61201		
(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	
F9999	Continued From page 63 7. The 5-9-2010 at 8:01pm. Nursing Note is, "(R3) aggressive towards (R13) for no reason whatsoever. Intramuscular anti-anxiety meds administered with good effect. After residents were separated." On 6-1-2010 at 10:15am. E25, (LPN) stated, "Some residents on (specific floor) have verbalized, (R13) for one, that (R3) doesn't belong here, do something with (R3), she's going to hurt somebody. (R13) would roll her wheelchair back into her room if (R3) was verbally or physically aggressive. E19, (LPN) on 5-24-2010 at 2:40pm. stated, "(R13), two doors from (R3), told me she was afraid of (R3)." E1 (Administrator) on 5-19-2010 at 1:15pm. stated, "This is the complete, current Facility Policy and Procedure for abuse and neglect." The Abuse Prevention Program Facility Policy provided on 5-19-2010 by E1, (Administrator) is: Policy The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of mistreatment, neglect, or abuse of our residents. Definitions Abuse: Abuse means any physical or mental injury or sexual assault inflicted upon a resident other than by accidental means in a facility. Abuse is the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain, or mental anguish.....This assumes that all instances of abuse of residents, even those in a	F9999			