

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

PRINTED: 05/04/2012  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>145420</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>11/22/2011</b>
NAME OF PROVIDER OR SUPPLIER  <b>BRIDGEWAY CHRISTIAN VILLAGE REHAB &amp; SNF</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>111 EAST WASHINGTON BENSENVILLE, IL 60106</b>		
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F 497	Continued From page 42 C. Dujua=4 hours G. Bellande=3.25 hours E. Ajkic=4.5 hours	F 497			
F9999	FINAL OBSERVATIONS  LICENSURE VIOLATIONS 300.610a) 300.1210b) 300.3240a) 300.3240b) 300.3240c) 300.3240d)  Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures, governing all services provided by the facility which shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee and representatives of nursing and other services in the facility. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting. Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological	F9999			

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F9999	<p>Continued From page 43</p> <p>well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (A, B) (Section 2-107 of the Act)</p> <p>b) A facility employee or agent who becomes aware of abuse or neglect of a resident shall immediately report the matter to the facility administrator. (Section 3-610 of the Act)</p> <p>c) A facility administrator who becomes aware of abuse or neglect of a resident shall immediately report the matter by telephone and in writing to the resident's representative. (Section 3-610 of the Act)</p> <p>d) A facility administrator, employee, or agent who becomes aware of abuse or neglect of a resident shall also report the matter to the Department. (Section 3-610 of the Act)</p> <p>These requirements are not met as evidenced by:</p> <p>Based on record review and staff interview, the facility failed to ensure an allegation of neglect toward 1 resident (R28) by a CNA (E11) was reported and investigated immediately. R28 alleged that E11 refused to provide incontinence care multiple times. This is for one resident (R28) in the supplemental sample of 13.</p> <p>This failure resulted in E11 continuing to work in the facility for 5 1/2 weeks, having the potential to affect all 163 residents in the facility.</p>	F9999			

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F9999	Continued From page 44  Findings include:  On 11/16/11, during routine record review of the clinical record for R16 a folded paper was found in the record that recounted an incident of a completely different resident from R16. The subject of the note dated 10/9/11, was R28, a resident who has since been discharged from the facility. The note was written by a certified nurse aide (CNA), E10, who works on the 3-11 shift on the B unit. In the note E 10 recounts that R28 had told her that she had asked another CNA from the 7-3 shift to change her and was told by that CNA, E11 that she would have to wait for the next shift to come on duty because she was going home. The note further states that this was not the first time. "Everyday when I work behind E11, R28 has her call light on to be changed. E11 literally runs out of here!" "R28 has also stated previously that E11 is overall rough." There was no indication that these allegations had been addressed or investigated or why it was found in another residents file. The facility abuse investigations had been reviewed and none were found related to this resident or the incidents noted.  E10 was scheduled to work at 3:00pm on 11/16/11, so an interview was done with her when she came on duty. E10 was interviewed at 3:05pm on the B unit. E10 was asked if she had ever received any allegations of abuse from residents or reported anyone for abusive or negligent acts. E10 stated that she had reported someone in the past. She further explained that a resident, R28 was discharged shortly after the allegation was made; that she had told her that	F9999			

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F9999	<p>Continued From page 45</p> <p>another CNA, E11 was rough with her and that she had refused to change her and told her she would have to wait for the next shift to come on duty. E10 was asked to whom she had reported the incident, and stated that she had told the nurse on duty for the 3-11 shift and that she had also written a note recounting the allegation. At this time the note that was found in the chart of R16 was shown to E10. E10 stated that this was the note that she had written. She further explained that she had let the nurse read it to be sure that she had included all the necessary details. The nurse to whom she reported and who helped her with the note was identified as E12, an RN (registered nurse). When the note was finished it was slipped under the supervisor's door according to E10. During the interview, E10 was asked whether any other residents had ever commented to her about E11 and her care of them. She stated that other residents had also found E11 to be rough in rendering care to them. When asked whether the nurses were aware of this, E10 stated that: "all the nursing staff here are aware of her behavior." E10 was also asked whether she knew if there had been any action taken regarding E11 such as inservicing or discipline. E10 stated that there has not been any action taken as far as she knows.</p> <p>The staffing for the timeframe of 10/9/11 was obtained and the nursing staff for that date was identified. E12 was working on 10/9/11 from 3-11pm and was also working 11/16/11. E12 was interviewed about her knowledge of the allegations made.</p> <p>On 11/16/11 at 4:00pm, E12 said that an aide, E10 had reported to her about a resident that was</p>	F9999			

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F9999	<p>Continued From page 46</p> <p>upset with the care of E11. R28 reported to E11 that she did not want her (E11) taking care of her, did not want her in the room. She was rough. E11 said that E10 wrote up the paper and they read it. The supervisor (E3) knew about the incident because she was the one to tell them to write a report about the allegations. When the report was completed, it was slipped under the door of E3. E12 stated that she was not aware if E11 had ever been approached by E3 or anyone else regarding her behavior.</p> <p>E3, the nursing supervisor for the B unit, was also interviewed on 11/16/11 at 3:45pm. During the interview, E3 denied any knowledge of any allegations of rough care, abuse or neglect of a resident. E3 stated that she had been in the position of supervisor since August when the previous supervisor resigned. She stated that since that time: "I don't remember anyone reporting anything to me regarding this situation."</p> <p>The minimum data set (MDS) for R28 indicated that R28 was cognitively intact and also functionally incontinent due to impaired mobility. The careplan reflects that she is able to verbalize the need for toileting, but has poor bladder control. She is totally dependent on staff for all toileting needs including pericare and diaper application. Careplan approaches direct staff to offer toileting at regular intervals, and respond to call light promptly. Provide good pericare.</p> <p>The facility "Protocol for Abuse Prevention" summarizes that "It is the policy of the facility that each resident has the right not to be subjected to abuse by anyone....It is everyone's responsibility to report suspicions of neglect or abuse..."</p>	F9999			

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F9999	<p>Continued From page 47</p> <p>immediately." Under the section titled Prevention it reads that the facility will identify, correct and intervene in situations in which abuse, neglect...is more likely to occur. This is not limited to "supervision of staff to identify inappropriate behaviors such as using derogatory language, rough handling, ignoring residents while giving care."</p> <p>Reporting/Investigation indicates that anyone who suspects abuse is obligated to report this immediately so that "the matter can be investigated and the resident be safe guarded against further threats to safety and well-being."</p> <p>The facility policy was not followed in this case allowing the alleged staff member to remain working in the facility another 6 weeks potentially effecting all residents with whom she came in contact. The supervisor did not take the allegation further and report to the abuse prevention coordinator and an investigation was not initiated.</p> <p style="text-align: center;">(B)</p> <p>300.615e)</p> <p>Section 300.615 Determination of Need Screening and Request for Resident Criminal History Record Information e) In addition to the screening required by Section 2-201.5(a) of the Act and this Section, a facility shall, within 24 hours after admission of a resident, request a criminal history background check pursuant to the Uniform Conviction</p>	F9999			

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F9999	Continued From page 48 Information Act [20 ILCS 2635] for all persons 18 or older seeking admission to the facility. Background checks shall be based on the resident's name, date of birth, and other identifiers as required by the Department of State Police. (Section 2-201.5(b) of the Act) These requirements are not met as evidenced by; The facility filled out the "Identified Offender worksheet for annual surveys." The following residents did not have their background checks done within the 24 hours as required; R31 admitted 11/11/11 background check done 11/14/11 R32 admitted 11/12/11 background check done 11/14/11 R33 admitted 11/11/11 background check done 11/14/11 R34 admitted 11/7/11 background check done 11/11/11 R35 admitted 11/9/11 background check done 11/11/11 R37 admitted 11/3/11 background check done 11/7/11  <p style="text-align: right;">(B)</p>	F9999			