

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: 14G356	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 01/19/2012
NAME OF PROVIDER OR SUPPLIER SHADY OAKS WEST			STREET ADDRESS, CITY, STATE, ZIP CODE 16220 PARKER ROAD LOCKPORT, IL 60441		
(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	
W 368	Continued From page 32 meet the needs of the resident.	W 368			
W9999	<p>E7 (Physician) was interviewed on 1/10/12 at 1:15pm via telephone. E7 stated that E2 should not have administered an Enema and Milk of Magnesia without a physician's order.</p> <p>FINAL OBSERVATIONS</p> <p>LICENSURE VIOLATION :</p> <p>350.1220j) 350.1230d) 350.1420a) 350.3240a) 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: 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. 3) First aid in the presence of accident or illness.</p> <p>Section 350.1420 Compliance with Licensed Prescriber's Orders</p> <p>a) All medications shall be given only upon the</p>	W9999			

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W9999	<p>Continued From page 33</p> <p>written, facsimile or electronic order of a licensed prescriber. The facsimile or electronic order of a licensed prescriber shall be authenticated by the licensed prescriber within 10 calendar days, in accordance with Section 350.1610. All such orders shall have the handwritten signature (or unique identifier) of the licensed prescriber. (Rubber stamp signatures are not acceptable.) These medications shall be administered as ordered by the licensed prescriber and at the designated time.</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. These regulations are not met as evidenced by the following:</p> <p>Based on record review and interview, the facility failed to ensure nursing needs were met for 1 of 1 client in the sample who developed a bowel obstruction and sigmoid volvulus, requiring surgical intervention (R4);</p> <ul style="list-style-type: none"> - For 1 of 1 client in the sample who developed constipation, and needed to be hospitalized (R2); - For 4 additional clients out of the sample whose bowel management medications were not given as ordered (R6, R7, R12 and R16). The facility failed to: <ol style="list-style-type: none"> 1) Adequately assess and monitor bowel health. 2) Develop a system to ensure the needs of clients with constipation issues are maintained. 3) Notify the physician of a change in condition. 	W9999			

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W9999	<p>Continued From page 34</p> <p>4) Ensure medications are given as ordered.</p> <p>Findings include:</p> <p>R2, per review of Physician's Order Sheet dated 1/1/12 - 1/31/12, has documented diagnoses of Moderate Mental Retardation, and Constipation.</p> <p>R4, per review of Physician's Order Sheet dated 2/1/11 - 2/28/11, has documented diagnoses of Severe Mental Retardation, and Chronic Constipation.</p> <p>1) R4's hospital History and Physical dictated by E7 (Physician) dated 2/17/11 was reviewed. Under History of Present Illness, it reads, but is not limited to, "This is a 45 year old male, well known to me from the facility. The patient was seen yesterday at the facility when he appeared to be uncomfortable. On examination his abdomen was distended with diminished breath sounds ... The patient is non-verbal, and unable to provide any information, however, he appeared to be uncomfortable. He was sent to the Emergency Room for evaluation of possible bowel obstruction, ileus or fecal impaction. After evaluation, he was found to have a volvulus of the intestine...The patient was admitted after surgery to intensive care unit."</p> <p>R4's Discharge Summary dictated on 3/19/11 was reviewed. It reads, but is not limited to, "Final Diagnoses: Abdominal pain secondary to sigmoid colon volvulus, status post exploratory laparotomy with sigmoid colectomy and colostomy, Respiratory failure, status post intubation, and Moderate Mental Retardation.</p>	W9999			

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W9999	<p>Continued From page 35</p> <p>Reason for Hospitalization:...Initially patient was evaluated by me at the nursing home facility, when I received a phone call about the patient not feeling well with abdominal distention. He was sent to emergency room for evaluation. He was found to be obstructed, and surgical consultation urgently requested. He remained on the ventilator and failed multiple attempts to wean him off ventilator. He required a tracheostomy done, and PEG (feeding tube) placement. The patient was discharged to rehabilitation inpatient program."</p> <p>R4's Day Training Notes were reviewed. The entry dated 2/15/11 reads, "R4 came to work today saying he was not feeling well, his stomach hurt and his head hurt. Supervisor notified." Writer of this entry unidentified. A second entry, writer unidentified, also dated 2/15/11 reads, "I called the nurse at 9:30am to inform the nurse that R4 was in pain." A third entry from 2/15/11 reads, "At lunch, R4 refused all food and drink. The nurse came at about 11:40am. I told her R4 refused lunch, she (the nurse), said the girls said he was not feeling well, he may need to make a bowel movement. She then walked away. About 30 minutes later, I asked Z1 (Supervisor at DT) what I should do about R4 not feeling well." The writer of this note is also unidentified. The statement written by Z1 on 2/17/11, for the day of 2/15/11 was reviewed. It reads, but is not limited to, "I called the nurse because she had not yet come over to check on R4. The call was made around 11:30am. She came... I asked what she had decided about R4. She said if he thought he wanted to go home, he could...I phoned the facility and spoke to E5 (AM Supervisor), to let her know I was bringing R4 home." I assisted to</p>	W9999			

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W9999	<p>Continued From page 36</p> <p>put on his coat, he felt warm to the touch, and was crying in pain. I took him home at 12:10pm, and informed E5 about the warmth to touch and crying." A second statement written by Z1, dated 2/17/11, was reviewed. It reads, but is not limited to, "While transporting clients from facility to workshop, E1 (Qualified Mental Retardation Professional, QMRP) told me that R4 had been taken to the hospital, and had to have a part of his colon removed. When I asked her why that would need to be done for hemorrhoids, which is what E4 (Administrator) told us was wrong. E1 said the doctor came by for routine rounds on Wednesday (2/16/11) and sent R4 to the hospital. He had an impacted bowel. We brought R4 home on Tuesday, 2/15/11 at 12:10pm because he said he wasn't feeling well. We had called the nurse at 9:30am. She arrived at 11:30am, and looked at R4 in his wheelchair at the lunch table. She didn't tell us anything, and left. I inquired with her at 11:50am at the facility house when I brought another client home. She said if R4 felt bad enough to go home, he could go home. I came back...and put R4's coat on him. Each time we moved him, he cried out in pain. He also felt warm to the touch. I reported this to E5 (Supervisor)."</p> <p>During an interview with Z1 on 1/3/12 at 1:08pm, Z1 stated that R4 was complaining of stomach upset on Monday, 2/14/11, and just not feeling well. Z1 stated that on 2/15/11, R4 was observed crying excruciatingly, crunched up in the fetal position, in quite a bit of pain. Z1 stated that the nurse, E3 was called at 9:30am, but she didn't arrive at DT until 11:30am. Z1 stated that E3 just looked at R4 while he was in his wheelchair, and left. Z1 stated that E3 never said anything to any</p>	W9999			

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W9999	<p>Continued From page 37</p> <p>staff about what should be done for R4's complaints and condition. Z1 stated that at 11:50am she called about R4, and E3 stated that R4 could go home. Z1 stated that R4 was crying out while they were placing his coat on him. Z1 stated that the facility called DT on Wednesday 2/16, and said they were running behind having clients ready for DT, due to a medical emergency, and bleeding from anus. E1 stated that R4 had rectal bleeding from hemorrhoids. Z1 stated that same day staff heard R4 screaming, while they were transporting other clients. Z1 stated that they found out later that the doctor was there for a visit, and sent R4 out to the hospital.</p> <p>The personal statement written by Z4 (Day Training Staff) involving R4 was reviewed. It reads, but is not limited to, "On February 15th, (2011), R4 came into the bathroom at 9:20am, requesting to sit on the toilet. When checking on him a few minutes after being put on the toilet, he appeared to be having a difficult time going to the bathroom. After being on (toilet) for several minutes trying to have a bowel movement, I raised the lift to clean him, and a small amount of clear liquid dripped into the toilet. There was nothing when I wiped him, and there was no urine or bowel in the toilet. I contacted my supervisor and the nurse was called."</p> <p>The DT note involving R4 dated 2/16/11, written by Z3 (Developmental Trainer) was reviewed. The note reads, but is not limited to, "When I arrived at the facility to transport clients to workshop, I heard screaming. It was R4 in his room."</p>	W9999			

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W9999	<p>Continued From page 38</p> <p>The facility nursing notes for R4 were reviewed. The entry written by E3 (Licensed Practical Nurse), dated 2/15/11 reads, but is not limited to, "8am...Resident c/o (complaints of) upset stomach. No BM(bowel movement) today. MOM given as ordered. BS(bowel sounds present). Up in w/c (wheelchair) to day program." The entry at 1pm, also written by E3 reads, "Returned home from Day Program. C/o upset stomach, ate 25% lunch," E3's entry at 4:30pm reads, "In bed, head of bed elevated, temp 98.2. Vomited small amount emesis. Pepto Bismol given. BS present.." The last entry from E3 timed at 8pm, reads, but is not limited to, "Temp 97.9. Taking fluids well. Refused dinner. Checked for impaction, no stool noted in rectum. 3 grape size hemorrhoids noted. Crm(cream) applied." R4's Physician Order Sheets for 2/1/11 - 2/28/11 were reviewed. R4 has an order for MOM (Milk of Magnesia), 30ml once daily at 7pm. Per nursing notes documentation, E3 documented that MOM was given as ordered, but R4's MOM should be given at 7pm, not 8am.</p> <p>During an interview with E3 on 1/3/12 at 2:10pm, E3 was asked if she was the nurse that went to Day Training to see R4 on 2/15/11. E3 stated that she was the nurse on duty that day, but stated she didn't remember if she went to DT or not. E3 stated that she really doesn't remember that day, and that when R4 returned from DT around 1pm, she can not remember if she assessed him. Nursing documentation does not reflect an assessment being performed.</p> <p>During a second interview with E3 via the telephone on 1/10/12 at 2:00pm, E3 was asked if she can remember anything about R4's condition</p>	W9999			

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W9999	<p>Continued From page 39</p> <p>on 2/15/11. E3 stated that R4 vomited at night. E3 stated that she did not call the doctor, because he vomited after drinking juice, and she just thought the juice made him vomit. E3 stated that R4 went to DT that day, but came home at 1pm. E3 was asked if R4's stomach was distended at this time, and E3 stated that she did not think that it was.</p> <p>The facility nursing notes for R4 were reviewed for the date of 2/16/11. The nurse on duty this day was E2 (Licensed Practical Nurse). The entry timed for 8:10am reads, "Staff reports scant bright red blood per 4 hemorrhoids, inflamed. Cool compress applied."</p> <p>The entry at 9:00am reads, but is not limited to, "Resident c/o hemorrhoid pain, ointment applied..Tylenol 650mg (milligrams) given...abdomen semi soft..bowel sounds present, and sluggish to L (left) side."</p> <p>The entry at 10:00am reads, but is not limited to, "...Fleets enema and MOM given due to resident feeling like he needed to have BM. Did not want him straining c(with) hemorrhoids enlarged. Fleet returned clr(clear)."</p> <p>The entry timed 2:00pm reads, but is not limited to, "Resident in bed, stated"stomach hurts." Awaiting visit of MD. Resident moving self about bed. Did take liquids when offered."</p> <p>The entry at 3:45pm reads, "Seen by E7 (Physician). Stated send to ER for evaluation p (after) MD talks c(with) hospital to MD."</p> <p>The entry at 5:45pm reads, "Ambulance here to transfer to hospital."</p> <p>The final entry from 2/16/11 timed at 8:30pm reads, "Spoke with staff at hospital. Admitted with bowel obstruction."</p> <p>R4's Physician Order Sheets dated 2/1/11 -</p>	W9999			

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W9999	<p>Continued From page 40</p> <p>2/28/11 were reviewed. R4 does not have an order for an Enema, and R4's MOM order reads that it is to be given at 7pm, not 10:00am.</p> <p>During an interview with E2 on 1/11/12 at 9:45am, E2 was asked if R4 was in pain when she saw him on the morning of 2/16/11. E2 stated that he was in pain because of hemorrhoids, but did not have stomach pain. E2 stated that he pointed to his bottom, so she placed him in the bathtub, to ease his hemorrhoid pain. E2 was asked why she did not give R4 Tylenol at 2:00pm, when she documented that he was in pain again, with his stomach hurting. E2 stated that she does not remember, that it was a long time ago, and hard to remember. E2 was asked why she gave an enema and MOM early, without a doctors order. E2 stated she didn't want R4 to strain, because of his hemorrhoids. E2 was asked why she did not give R4 Lactulose, as ordered by the physician to be used for complaints of constipation, instead of an enema, which was not even on R4's list of medications. E2 stated that she knew Lactulose would take a while to work, and she felt R4 needed more immediate relief from feeling the urge of needing a bowel movement. R4's bowel pattern was reviewed with E2, and it is noted that R4 had a bowel movement on 2/3/11, 2/6/11, 2/8/11, 2/14/11, and then was admitted to the hospital with a small bowel obstruction and volvulus on 2/16/11. E2 was asked why she never gave R4 Lactulose for constipation as ordered during the time of 2/9/11 through 2/13/11, when he did not move his bowels for 5 days. E2 stated that she was not aware that R4 had not moved his bowels for five days. E2 explained that direct care staff record bowel movements, and then the supervisors let</p>	W9999			

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W9999	Continued From page 41 the nursing staff know what clients have not had a bowel movement for 3 days, on the morning of the fourth day, and that is when the lactulose would start. E2 stated that she must not have been informed that R4 was not moving his bowels. E2 explained that she does not always review to see which clients have had a bowel movement or not, because she is just too busy passing medications. E2 stated that she also does not know what each clients bowel pattern is. E2 stated she just relies on the direct care staff and supervisors to let her know who is, or is not moving their bowels. E2 was asked if she called the doctor on the 16th, to let him know about R4 not moving his bowels for five days, then only having one BM on the 14th, and then being constipated again after that. E2 stated that she initially did not know that R4 had not moved his bowels from the 9th through the 13th, but that she did make the doctor aware when he came on the 16th, when she discovered this fact. E2 was asked if she called the doctor to come and see him, or if the doctor just came on his own to see all of the client for rounds. E2 stated that she could not remember. E2 was asked if R4's abdomen was distended or firm. E2 stated that it was not any more distended than it usually is. E2 stated that since the bowel obstruction and volvulus occurred with R4, the facility has developed a new practice that requires the supervisor to inform nursing of any clients who have not had a bowel movement in three days, to leave a note by the time clock for the nurse, with the clients who have not moved their bowels, so the nurse knows to start the Lactulose medication until the client moves his bowels. The Lactulose order was reviewed together with E2 and this surveyor. The order reads, "May administer	W9999			

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W9999	<p>Continued From page 42</p> <p>Lactulose 30ml four times daily as needed for complaints of constipation-administer for 2 days (8 doses)." E2 was asked if she was involved in creating this new practice. E2 stated that she was not, but was informed about the new process by having a piece of paper shown to her, with the verbage as above. E2 stated that she thought there was an in-service for the direct care staff, but she was not sure.</p> <p>E2 was asked what hours nursing is at the facility. E2 explained that the nursing staff works from 7am through 7pm. E2 stated that no nurse is available to take call on the off hours. E2 was asked if Lactulose would need to be given after 7pm, or if a client had a headache or request for Tylenol, who would be available to give that as needed medication. E2 stated that the client would have to wait until the next morning when the nurse would come in at 7am, when the day nurse arrived to start her shift.</p> <p>E7's Progress note for R4 dated 2/16/11 was reviewed. Under new complaints, it reads, "Constipation 2 days. Noted large BM 2/8, and 2/14." Under abdomen, it is documented, distended, with decreased bowel sounds. Under assessment it reads, Rule out ileus vs SBO (small bowel obstruction)/Fecal Impaction. Send to ER."</p> <p>During an interview with E7 (Physician) on 1/10/12 at 1:15pm via the telephone, E7 was asked if he was the physician who implemented the order for Lactulose. E7 stated that the previous physician created that order, since he has only been working at the facility for about three years now. E7 was asked if the nurse called him on the 16th, to update him on the</p>	W9999			

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G356	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 01/19/2012
NAME OF PROVIDER OR SUPPLIER SHADY OAKS WEST			STREET ADDRESS, CITY, STATE, ZIP CODE 16220 PARKER ROAD LOCKPORT, IL 60441		
(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	
W9999	Continued From page 43 status of R4's condition and recent constipation issues. E7 stated that he did get a call from the nurse, E2 on the 16th. E7 stated that she told him that R4 was just not acting right. E7 stated that when he came to see R4 later that day, R4 was definitely not himself. E7 explained that usually R4 would smile at him, but that this morning, he was just lying in bed, acting like he was very uncomfortable. E7 stated that when he assessed the client, R4's stomach was about 20% more distended and firm that what was his norm. E7 stated that he questioned E2 about R4's distention, but that E2 told him that his stomach did not seem distended to her. E7 stated that his bowel sounds were very diminished. E7 stated that he never got a call from the facility letting him know that R4 had not moved his bowels from the 9th through the 13th. E7 stated that at first E2 just told him that he hadn't moved his bowels in 2 days, but then later told him about the five days prior without a bowel movement. E7 stated that he would have wanted to know this information sooner. E7 stated that he would have acted more aggressively to treat R4's constipation had the facility let him know about the five days without a bowel movement. E7 was informed by this surveyor, that E2 gave R4 a Fleets Enema and MOM early, without obtaining an order to do so from him. E7 stated that nursing should never give medications without calling for an order first. E7 was asked if R4 was experiencing stomach pain vs hemorrhoid pain upon his assessment, since E2 documented that his pain was hemorrhoidal discomfort, not stomach discomfort. E7 stated that R4's pain was definitely from stomach pain from constipation, not hemorrhoids. E7 was asked if nursing let him know that R4 had also	W9999			

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W9999	Continued From page 44 had an emesis on 2/15/11, after he arrived home from DT. E7 stated that he was not aware that R4 had vomited, and stated that is information he would have wanted to know, especially since R4 had gone five days without moving his bowels. E7 was asked if he was involved with the development of the facilities' new bowel management practice, where the supervisor tracks bowel movements for all of the clients in the facility, and then updates nursing whenever a client has not moved their bowels for three days. Then nursing would implement the Lactulose order. E7 stated that he was not involved in the creation of this new practice. E7 also stated that this practice may not be practical for every client who resides at the facility, because every client has a different bowel pattern. E7 stated that for a client who regularly moves his bowels on a daily or every other day basis, this practice would not be appropriate for them, as it would allow too many days of constipation to occur before they would receive PRN medication to help them move their bowels. E7 was also asked if he was aware that the facility did not send R4 out for evaluation to the ER until two hours after he had seen R4. E7 stated that he is not sure why the nurse waited to call for transport, since he told her directly to send him to the ER for evaluation. E7 was made aware that E2 had stated she waited because E7 needed to call the ER doctor first for admission into the hospital. E7 stated that would not be necessary, since he would be seen in the ER, and that would allow for a direct admission if it was warranted. E7 stated that E2 should have called for transport right away, and not waited two additional hours before R4 was sent out to the ER. E7 was asked if their would be anything he would have liked the facility to do	W9999			

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W9999	<p>Continued From page 45</p> <p>differently, or better, since the volvulus occurred with R4.</p> <p>E7 stated that he would have expected nursing to call him to report the five days of no bowel movements from the 9th through the 13th. E7 also stated that he would have wanted to know about the vomiting, and any client who has a delay in moving their bowels greater than 24 hours longer than what is their normal bowel movement pattern. E7 stated he would also want nursing to monitor and report abdominal girth or distention, diminished bowel sounds, and changes in behavior. E7 again stated that in R4's case, his abdominal distention was 20% greater than what was normal for him, and with his facial expressions, he for sure was not acting like his normal self.</p> <p>R4 was hospitalized, had corrective surgery for a sigmoid volvulus, and developed complications where he needed to be intubated, trached, and had difficulty coming off of the ventilator. R4 is still recovering in a nursing home to date.</p> <p style="text-align: center;">A</p>	W9999			