

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: 145338	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 12/23/2011
NAME OF PROVIDER OR SUPPLIER MANORCARE OF WESTMONT			STREET ADDRESS, CITY, STATE, ZIP CODE 512 EAST OGDEN AVENUE WESTMONT, IL 60559		
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F 514	Continued From page 17 as; the time occurrences took place, who found the resident, the actual time the code was called. The vital signs recorded when found, when code call and during the process, the time that 911 was telephoned, the time 911 arrived and took over the code, when R14's physician was notified and what orders were given.	F 514			
F9999	FINAL OBSERVATIONS LICENSURE VIOLATIONS 300.1210b)3) 300.1210d)6) 300.3240a) 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 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. d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis: 3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the	F9999			

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F9999	<p>Continued From page 18 resident's medical record.</p> <p>6) All necessary precautions shall be taken to assure that the residents' environment remains as free of accident hazards as possible. All nursing personnel shall evaluate residents to see that each resident receives adequate supervision and assistance to prevent accidents.</p> <p>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>These requirements are NOT MET as evidenced by:</p> <p>A. Based on record review and interview the facility failed to provide timely treatment and services for 4 days after initial signs and symptoms of a shoulder injury on 12/8/11, with resulting fracture. This failure resulted in R4 experiencing new onset of pain to the right shoulder without evaluation or treatment for 4 days. and a decline in her ability to feed herself. This is for one resident (R4) in the sample of 24.</p> <p>Findings include:</p> <p>Review of most recent MDS dated 12/21/11 (significant change) shows R4 is 74 years old, current admission date of 6/1/11 with diagnosis including peripheral vascular disease, renal insufficiency, cerebral vascular accident. Medical record review indicates R4 has been a total mechanical lift for transfers and has moderate confusion.</p>	F9999			

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F9999	<p>Continued From page 19</p> <p>Review of facility's investigation into R4's shoulder fracture of unknown origin shows that direct care staff observed R4 as having new pain to the right arm in addition to a sudden inability to feed self on Thursday, 12/8/11. There is no nursing documentation or interventions regarding this new pain and inability to feed self until 12/11/11 when an order was received to apply an ice pack to the area due to the development of a bruise. There was another 24 hour delay in diagnosing and treatment of the injury till 12/12/11.</p> <p>The following are written staff statements provided to facility during their investigation into this injury, followed by interviews conducted by surveyor:</p> <p>E8 (cna-nurse's aide): noticed on Thursday (12/8/11) that R4 wasn't moving her arm and was complaining of a lot of pain. Informed E7. E8 stated he gave R4 a drink and she (R4) could barely move her arm.</p> <p>E8 stated on 12/22/11 at 1:50pm that he has taken care of R4 for 5 years. On 12/7/11, R4 had been fine, feeding herself as usual in the dining room. When E8 came in to work on 12/8/11, R4 was unable to feed herself as usual. E8 said he told E7 (nurse) that something was not right and had R4 demonstrate to E7 that she could not lift the milk carton as usual.</p> <p>E7 (nurse): a nurse's aide reported to her (E7) on Thursday (12/8/11) that R4 was having pain in her right arm. On Sunday (12/11/11) the area was bruised and the cna had to feed her because of</p>	F9999			

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F9999	<p>Continued From page 20 the pain in the right arm.</p> <p>E7 stated on 12/22/at 2:00pm that E8 (cna) reported to her (E7) that R4 was complaining of pain in her right shoulder and could not move her arm. E7 stated she looked for bruising but didn't see any. E7 confirmed that she did not document or put any interventions in place on 12/8/11. E7 stated that she called the nurse practitioner several times during the day on 12/8/11 because of R4's complaints of pain and inability to lift her arm but did not hear back from the NP. When asked what interventions E7 took as a result of this change in condition, E7 said she wrote on the 24 hour report that R4 had increased complaints of pain but that was all. E7 said that on Saturday, 12/10/11, she (E7) instructed staff to keep R4 in bed and feed her because R4 could not feed herself. E7 stated that on 12/11/11, (the first day of physician notification about this injury) R4 developed bruising to the right shoulder and obtained an order for ice -pack. Due to mix-up, R4 did not receive an Xray or physician assessment confirming the shoulder fracture until the following day, 12/12/11. This was confirmed by E7 and by E2 (director of nursing) and E1 (administrator) during a status meeting on 12/22/11 at 12:40pm.</p> <p>Review of nurse's notes from 12/8/11 through 12/10/11 do not document any aspects of R4's complaint of shoulder pain and decreased ability to move arm and feed self. Review of nurse's note dated 12/11/11 at 8:15am states that a cna noticed a new bruise to upper arm with increased complaints of pain upon touch and with movement. Review of POS physician order sheet shows that an order for an ice pack to the</p>	F9999			

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F9999	<p>Continued From page 21</p> <p>shoulder was given. At 9:30 am on 12/11/11, the nursing documentation states that R4 cannot lift her arm and that a physician "will come to the facility today and follow-up." There was no physician visit or follow-up that day. There is no further documentation on R4 about her complaints of pain to the shoulder, how care was provided over the course of the course of 4 days, (12/8/11 through 12/12/11) or R4's response. A nursing entry on 12/12/11 at 6am notes continued complaints of pain to the area. At 11:00am on 12/12/11, the nurse practitioner was notified and a portable x-ray was taken at 12:15pm, confirming the fracture of the right humeral neck with displacement. R4 was sent out to the ER at 2:50pm on 12/12/11 for evaluation of the right shoulder fracture. There was a delay of over 4 days between when facility staff first became aware of increased complaints of pain and decline of movement.</p> <p>However, E1 and E2 (administrator and director of nursing) stated on 12/22/11 at 10:40am that they consider the date of the incident to be 12/11/11 because that is the date the bruising to the shoulder became evident, even though they suspect the injury had occurred by 12/8/11.</p> <p>(B)</p> <p>LICENSURE VIOLATIONS 300.1210b)3) 300.1210d)3) 300.3240a)</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall provide the necessary care</p>	F9999			

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F9999	<p>Continued From page 22</p> <p>and services to attain or maintain the highest practicable physical, mental, and psychological 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>3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</p> <p>d) Pursuant to subsection (a), general nursing care shall include, at a minimum, the following and shall be practiced on a 24-hour, seven-day-a-week basis:</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</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.</p> <p>These requirements are NOT MET as evidenced by:</p>	F9999			

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F9999	Continued From page 23 B. Based on observation, record review and interview the facility failed to: (1). Initiate and complete an accurate and thorough bowel and bladder assessment of factors that may predispose six residents (R20, 21 12, 17, 16 and R19's) in the sample of 24 with incontinence (2) Obtain an accurate voiding pattern of the residents in order to implement a specific program to assist six residents (R20, 21 12, 17, 16 and R19's) in the sample of 24 with incontinence (3). Identify the type of incontinence of R20, 21 12, 17, 16 and R 19's. (4) Develop an individualized program based on the needs of R20, 21 12, 17, 16 and R 19. (5) Develop and implement a facility bowel and bladder assessment, evaluation and treatment policy and procedure. (6) Offer an alternative to an adult disposable brief. (7) Follow facility indwelling catheter policy and procedure to prevent further development of urinary tract infection R14 and R27 in the supplemental sample. These failures resulted in R20 expressing psychosocial and emotional distress from wearing a diaper. R20 who is alert and oriented stated "wearing diaper (adult disposable brief) is disgusting; it's so thick, it's bulging. I'm embarrassed, humiliated and felt like a baby wearing it!" Findings include: 1. On 12-22-11 at 2:30 PM, R20 who is alert and	F9999			

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F9999	<p>Continued From page 24</p> <p>oriented stated, "I have been here three to three and a half weeks, I'm here for Physical Therapy for my knee then, I'll go back home. I use a diaper (adult disposable brief) here; they put a diaper on me on my first day here. They didn't me give choices! They didn't ask me if I wanted it or not. I don't like using a diaper! It's disgusting! It's sticking out, look its bulging! That's why I stay in my room most of the time. It's embarrassing! Look! (showing her pants bulging due to the adult disposable liner.) I'm ashamed people to see me like this because this is not me. I'm not here to wear a diaper. It's so thick! I never wear a diaper at home. Of course I can feel the urge to go to the bathroom. At times when I call for help by the time that they get here I'm already wet. No, they don't come at specific time to ask me if I wanted to go to the bathroom. Get use to nursing home life I guess! The feeling of wearing a diaper is emotionally draining. "</p> <p>On 12-23-11 at 12:15 PM, R20 said I can't understand why they will not let me use a commode. I even brought this commode from home. I would think if I can only have one person to help me transfer from bed to the commode, that would be better for me rather than putting me on a brief and changing me in bed. I was upset at the beginning and even now, I felt humiliated I felt like a baby, you can never get used to it! I think you just need to go with the flow. It was hard to walk with it. The diaper is rubbing on my groin area. At home I wear liner just in case but never a diaper."</p> <p>2. On 12-21-11 at 10:45 AM, R16 stated "I've been calling for help to go to the bathroom for two hours now. I felt like I'm being ignored! I'm treated</p>	F9999			

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F9999	<p>Continued From page 25</p> <p>like dirt! They come in at times and they turn off my call light, they usually say they will be back by the time they come back I already pee on my diaper. They (staff) here are not crabby, it's just I wait too long for my buzzer to get answered. I really don ' t like to wear a diaper, but that's all that they give you. I asked my family to bring me underpants. At home this (soiling her adult disposable brief) never happened because I can go to the bathroom on time. Here (in the facility) I ' m wet almost all the time. It's hard to sit and wait for too long. When you want to go to the bathroom you can't wait forever! I don't want to pee on myself! That's the only complaint I have for this place. They just they don't answer the call light fast enough! They don't come in on a regular time to ask me if I wanted to use the bathroom, I need to call them. "</p> <p>At 10:45 AM, the C.N.A E 11 took R16 to the bathroom and observed R16's diaper saturated with urine. However R16 was able to void in toilet when the CNA took R16 to bath room.</p> <p>On 12-22-11 at 12:25 PM, the CNA/E 15 stated "she (R16) can verbalize her needs to go to the bathroom, she wears a diaper (adult disposable brief), I think because she dribbles. She (R16) can clean herself; needs assistance pulling her pants down, hers (incontinence) is usually wet at night. She needs assistance with transfer, she's fall risk. "</p> <p>3. R21 was observed in the room sitting in her wheelchair on 12-22-11 at 2:10 PM. R 21 stated "I need to be changed (adult disposable brief). "At 2:15 PM the CNA/E12 claimed R21's "alert and oriented X 3, she can tell if she wants to pee. She</p>	F9999			

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F9999	<p>Continued From page 26</p> <p>(R21) wears a diaper because sometimes she can't hold it. I don't know if she's in any specific toileting program. I change her (adult disposable brief) when she ask me to. She can stand up, she's in therapy."</p> <p>4. R12 stated on 12-21-11 at 10:50 AM, I take my self to the bathroom, I'm not supposed to, but rather than wetting my bed, waiting for someone to answer my call light for assistance. I just take myself. You wait for a long time for help here, so you need to help yourself. They come on their convenience. "</p> <p>5. On 12-21-11 at 1:30 PM, R17 was observed in physical therapy room: At 2:00 PM, R17 was observed in the hallway asking for someone to take her back to bed. At 2:20 PM, E19 took R17 to bed and changed her adult disposable brief which was soiled with urine. E18 stated "she's (R17's) alert, with periods of confusion, remember names very well. She (R17) mumbles a lot and keeps repeating her name, but that's basically it, no other behavior that I know." (B)</p>	F9999			