

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

PRINTED: 07/12/2012  
FORM APPROVED  
OMB NO. 0938-0391

|  |  |   |   |                      |   |
|--|--|---|---|----------------------|---|
| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION                                 |  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>145938</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING _____<br>B. WING _____  |                      | (X3) DATE SURVEY COMPLETED<br><br><b>02/10/2012</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>PARKSHORE ESTATES NURSING &amp; REHAB</b> |  |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>6125 SOUTH KENWOOD<br/>CHICAGO, IL 60637</b>                        |                      |   |
| (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 |   |
| F 309  | <p>Continued From page 4</p> <p>exhibited pain throughout the dressing change. When E9 began removing R2's old dressing, R2 began verbalizing, "Oh lordy, please have mercy, lord have mercy!" This verbalization continued all the time E9 was removing the soiled dressing. E9 applied saline to a stack of 4 x 4s (four by fours) and then cleansed the heel wound in a circular motion. When E9 began cleaning R2's heel wound, R2's verbalizations got much louder, and she cried out, "oh Jesus, please have mercy! Please have mercy!" The intensity of her verbalizations got much louder and she tried pulling her foot back, but E19 was holding R2's foot. R2 also exhibited facial grimacing. E9 then soaked a stack of 4 x 4s with Betadine and applied this to the wound, and again, R2 tried pulling back her foot, and her verbalizations got very loud. Again, R2 cried out, "Oh, lord, please have mercy, please have mercy!" R2 again exhibited facial grimacing. This continued until the new dressing was applied.</p> <p>During the entire dressing change, neither E9 nor E19 stopped the procedure to ask if R2 needed additional pain medication, nor did they offer to call her physician to get an order for additional pain medication. Neither E9 nor E19 stopped the procedure nor asked R2 if she wanted them to stop to give her a break.</p> <p>This information was presented to E2 (DON) during the daily status meeting at 3:45pm on 2/9/12. During this meeting, E2 agreed that there were other methods besides directly washing the wound that could accomplish a wound cleanse, such as rinsing or irrigating.</p> | F 309   |   |                      |   |
| F9999  | FINAL OBSERVATIONS   | F9999   |   |                      |   |

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| F9999  | <p>Continued From page 5</p> <p>Licensure Violations:</p> <p>300.1210b)3)<br/>300.3240a)</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care<br/>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. Restorative measures shall include, at a minimum, the following procedures:<br/>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<br/>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident.</p> <p>These requirements were not met as evidence by:</p> <p>Based on observation, interview and record review, the facility failed to ensure adequate pain control during dressing change for 1 resident (R2) out of 3 residents observed during wound care,</p> | F9999   |   |                      |   |

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| F9999  | <p>Continued From page 6</p> <p>out of a sample of 25 residents. This failure resulted in R2 experiencing pain during wound care.</p> <p>Findings include:</p> <p>R2's medical record reflects that R2 had a wound debridement of her left heel ulcer on 2/2/12. R2's POS (physician order sheet) reflects that the current treatment order (2/8/12) for R2's left heel wound is to cleanse left heel with normal saline and paint it with Betadine solution and cover with a 4 x 4 and Kerlex wrap.</p> <p>On 2/8/12 at 11:30 am, E9 (wound care nurse) stated that she just asked the nurse to medicate R2 for pain prior to her dressing change. E9 was unsure of what medication R2 received.. Review of MAR (medication administration record) for R2 from 2/8/12 reflects that R2 received one Vicodin at 11:30 am.</p> <p>During wound care which began at 12:30 pm performed by E9 with E19 (LPN) assisting, R2 exhibited pain throughout the dressing change. When E9 began removing R2's old dressing, R2 began verbalizing, "Oh lordy, please have mercy, lord have mercy!" This verbalization continued all the time E9 was removing the soiled dressing. E9 applied saline to a stack of 4 x 4s (four by fours) and then cleansed the heel wound in a circular motion. When E9 began cleaning R2's heel wound, R2's verbalizations got much louder, and she cried out, "oh Jesus, please have mercy! Please have mercy!" The intensity of her verbalizations got much louder and she tried pulling her foot back, but E19 was holding R2's foot. R2 also exhibited facial grimacing. E9 then</p> | F9999   |   |                      |   |

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| F9999  | <p>Continued From page 7</p> <p>soaked a stack of 4 x 4s with Betadine and applied this to the wound, and again, R2 tried pulling back her foot, and her verbalizations got very loud. Again, R2 cried out, "Oh, lord, please have mercy, please have mercy!" R2 again exhibited facial grimacing. This continued until the new dressing was applied.</p> <p>During the entire dressing change, neither E9 nor E19 stopped the procedure to ask if R2 needed additional pain medication, nor did they offer to call her physician to get an order for additional pain medication. Neither E9 nor E19 stopped the procedure nor asked R2 if she wanted them to stop to give her a break.</p> <p>This information was presented to E2 (DON) during the daily status meeting at 3:45pm on 2/9/12. During this meeting, E2 agreed that there were other methods besides directly washing the wound that could accomplish a wound cleanse, such as rinsing or irrigating.</p> <p style="text-align: center;">(B)</p> | F9999   |   |                      |   |