

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

PRINTED: 07/09/2013
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G003	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 02/08/2013
NAME OF PROVIDER OR SUPPLIER BELLWOOD DEVELOPMENTAL CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 105 EASTERN AVENUE BELLWOOD, IL 60104		
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W 473	Continued From page 135 dietary staff brought two serving carts to the dining room at 7:26 am. R4, who requires minimal assistance during mealtime, began eating breakfast at 8:26 am, one hour after the trays arrived from the kitchen. No attempts were made to assure that the eggs, toast, milk, juice and coffee were at the correct temperatures. R79 's food was served to him at 8:30 am, more than one hour after the trays arrived from the kitchen. E18 Direct Service Person, explained to R79 that she was going to warm up his food and placed the toast and eggs in the microwave and placed his plate in the microwave. No temperatures were taken prior to serving the food to R79 once the plate was removed from the microwave. When asked what system was in place to assure food items were served at the proper temperature, E18 said although there was a microwave available for staff and residents to re-heat food, there were no food thermometers available to assure that the food were served at the proper temperatures. E18 said there was no system in place to assure cold items such as milk were maintained at the proper temperature, once it arrived from the kitchen.	W 473			
W9999	FINAL OBSERVATIONS LICENSURE VIOLATION: 350.1230d)2) 350.3240a) Section 350.1230 Nursing Services d) Direct care personnel shall be trained in, but are not limited to, the following: 2) Basic skills required to meet the health needs	W9999			

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W9999	<p>Continued From page 136 and problems of the residents.</p> <p>Section 350.3240 Abuse and Neglect</p> <p>a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)</p> <p>These regulations were not met as evidenced by the following:</p> <p>Based on observation, record review, and interview, the facility failed to Ensure for 1 of 1 client in the facility, (R50) who has an active Stage 4 to his coccyx, and Stage 3 to his right foot bunion(R50), that :nursing services met the needs of R50 when they failed to:</p> <p>a. Nursing services repositions R50 as per a current reposition protocol.</p> <p>b. Nursing services ensured that the contracted Day Training staff were aware and implemented repositioning as required for R50.</p> <p>c. Nursing services updated the nursing quarterly, repositioning protocol, and tracking sheets to be the most current reflection of R50's current skin status.</p> <p>d Nursing services coordinated with the Qualified Intellectual Disability Professional all current skin care issues, which need to be incorporated into the Individual Service Plan.</p> <p>Findings include:</p> <p>1) R50, per review of Physical Therapy Assessment dated 2/15/12, is a male client with the known diagnoses of Profound Mental</p>	W9999			

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W9999	<p>Continued From page 137</p> <p>Retardation, Down Syndrome, and Speech Impairment. Per review of R50's Wound Care Specialist Evaluation dated 1/7/13, R50 is currently being treated for a Sage 4 decubitus to his coccyx which measures 1.5cm(centimeters) x 1.0cm x 2.9cm, with undermining of 4.7cm at 9 o'clock. R4 also has a Stage 3 pressure decubitus to his right foot bunion, which measures 0.4cm x 0.5cm x 0.05cm, with the recommendation to off load, and reposition per facility protocol. Per observation on 1/9/13, at 10:25am, R50 is wheelchair bound, and unable to ambulate, or reposition himself independently. R50 is incontinent, and wears disposable briefs.</p> <p>At 10:25am, on 1/9/13, R50 was observed eating breakfast in the great room, sitting upright in his wheelchair. R50 had socks on both of his feet, resting on top of a pillow, without a pillow case cover. At 10:44am, R50 was observed arriving in the television room of the B-Wing, where he attends Day Training. R50 was seated in his adaptive tilted wheelchair which was set at 18 degrees. His oxygen concentrator was plugged in, and the nasal cannula was positioned properly. The oxygen concentrator had what appeared to be streaks of dried fluid on many surfaces of the machine. A pillow had been doubled over, and placed on the footrests of his wheelchair. The pillow, which had no covering, had a hole in the corner. R50 was wearing white socks, and his feet were touching together. He was not wearing shoes or any type of protective footwear. At 10:56am, Z1(Day Training Staff) clipped and filed R50's fingernails. Z1 confirmed the fingernail clippers and file were from a communal basket of nail care supplies maintained in the locked file cabinet located in the</p>	W9999			

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W9999	<p>Continued From page 138</p> <p>B-Wing Dining Room. At 11:16am, Z1 gave R50 a drink from a disposable cup. Z1 said the fluid was R50's milkshake, and described it as a supplement which R50 received between breakfast and lunch each day. Z1 did not assist R50 to reposition himself in his wheelchair, nor did Z1 change the angle of tilt on R50's adaptive tilted wheelchair. At 11:18am, after giving R50 his milkshake, Z1 left to assist other clients. At 11:55am, Z2(Day Training Staff) approached R50, sat near the footrests of his wheelchair, removed his socks, and began to apply lotion to R50's feet. As Z2 applied lotion to R50's right foot, a discolored area was observed on the bunion portion of R50's right foot. When asked if she applied lotion to that area of R50's right foot, Z2 said she had not. Z2 was asked if R50 should have some type of dressing to his right bunion area. Z2 stated that she was not sure. Z2 was asked if it was ok to be placing lotion on this affected area. Z2 stated she was not sure, but that she would only rub lotion on his foot, and not on the wound area.</p> <p>At 12:40pm, E3 (Licensed Practical Nurse) was observed bringing R50 out of the B-Wing and into his room. During an interview with E3 at this same date and time, E3 explained that staff should have informed nursing that R50's dressing had come off of his right bunion area. E3 explained that R50 should have a Santyl foam dressing applied to his right foot bunion Stage 3 decubitus. E3 stated that normally the direct care staff will let nursing know if R50's dressing is off. E3 stated she is not sure when the dressing came off. E3 was made aware that R50 had not been repositioned since he was observed up in the wheelchair, eating breakfast in the small</p>	W9999			

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W9999	<p>Continued From page 139</p> <p>dining room attached to the great room at 10:25am, nor had his brief been checked. E3 stated that she will redress the wound, bring R50 back to the B-Wing Day Training, to eat his lunch, and then ensure that he lies down after lunch. E3 was asked if the Day Training staff were made aware that R50 has a pressure sore to his coccyx, and right foot bunion area, and that R50 needed to be repositioned. E3 stated that the Day Training staff area aware that R50 needs to be up for meals only, then remain up 30-45 minutes after meals, and then repositioned.</p> <p>The undated Skin Integrity Protocol for Direct Care Staff was reviewed. It reads, but is not limited to:</p> <p>"7. Reposition every two hours, or every 1 hour if impairment is present. Inform the nurse immediately if a red area is noted. Resident will remain at (the facility) on Medical Stayback(or per Physician order) and is to be repositioned at least every hour until clear.</p> <p>13. Follow the toileting schedule. Keep clean and dry. Brief check every 2 hours or more often if skin is irritated from urine/feces. When cleaning buttocks area, do not spread buttocks too far apart to prevent splitting/tearing of skin. Use gentle cleaning methods and be sure skin is patted dry."</p> <p>During an interview with E1 (Administrator) on 1/10/13 at 1:30pm, E1 was asked if the Day Training staff are aware that R50 needs to be repositioned every hour, while he attends his Day Training program in the B-Wing of the facility. E1 stated that staff are aware, but that he verbally reminded Z4(Day Training Staff), who functions as the supervisor of the program, on 1/9/13. E1</p>	W9999			

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W9999	<p>Continued From page 140</p> <p>stated that the Day Training staff thought R50 needed to be up at least one hour, and not repositioned every hour. E1 stated that R50 should lie down at Day Training for one hour, and have his feet on a pillow or bean bag or egg crate (pressure relief food cradle). E1 was asked how he can be sure the Day Training staff are repositioning R50 each day. E1 presented this surveyor with a repositioning log from the hours of 7:30am through 3:30pm, for the date of 1/9/13. For the date of 1/9/13, on which R50 was observed by this surveyor, staff marked on the form that R50 arrived at 10:30am, was eating at 11:30am, was reclined in his wheelchair at 12:30pm, was lying on his right side at 1:30pm, and was lying on his left side at 2:30pm. Staff also documented that his brief was checked at these same time frames. Per observation by surveying staff, R50 did not arrive to Day Training until 10:44am. R50 did not eat lunch until 1:00pm, and was never changed in his position of his wheelchair tilt of 18 degrees, and never had his brief checked at any of these time frames. E1 was informed that the information documented on the Day Training repositioning log was incorrect. E1 stated that he is aware of that, and he personally ensured that R50 was repositioned at 1:30pm and 2:30pm, to ensure R50 did receive his repositioning for that two hour time frame. Z1 stated that R50 needs to arrive at the Day Training program much earlier, to ensure R50 can be repositioned hourly.</p> <p>R50 was observed on 1/10/13, while under the care of Day Training staff member, Z1 at 2:30pm, being wheeled to his bedroom. Z1 placed R50 into bed, and began to undress R50, to change his brief. Z1 pulled down R50's pants, exposing</p>	W9999			

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W9999	<p>Continued From page 141</p> <p>his soiled brief. Z1 was observed wiping stool into the dressing on R50's coccyx, instead of away from the wound. R50's dressing was soiled with stool, underneath his dressing. At mention by this surveyor, if R50 should have his dressing changed, since is was soiled with stool, Z1 stated that his will have to get E3(Licensed Practical Nurse) to change his dressing. E3 changed R50's dressing, without being medicated with pain medication. During this dressing change, R50 was observed moaning, and with facial grimacing. E3 was asked by this surveyor if R50 has any medication for pain, to assist with discomfort during his dressing change. E3 stated that R50 does have pain medication, but that she would have to wait for the medication to work, and then change his dressing. E3 stated that usually R50 is not in pain when his dressing is changed. After R50's dressing change to his coccyx was completed, Z1 reapplied a new brief, and positioned R50 in a side lying position on his left side. Z1 did place a pillow under his feet, but both feet were touching together, creating pressure to his Stage 3 decubitus on his right foot.</p> <p>On 1/11/13, at 7:33am, R50 was observed in his bed with a pillow under his right side, which resulted in him being positioned at an approximate 15 degree angle. Although a pillow had been placed between his calves, the pillow was positioned in a manner which allowed his feet to rub together. R50 was wearing socks, but there was no additional protective padding on this right foot. At 7:35am, E3(Licensed Practical Nurse) was advised that R50's feet were in a position which allowed them to rub together. E3 confirmed R50 was supposed to be positioned so</p>	W9999			

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W9999	<p>Continued From page 142 that his feet did not rub together, and once notified, repositioned R50.</p> <p>R50's Physician Order Sheet dated 12/15/12 - 1/14/13 was reviewed. R50 has an order for a dressing to his coccyx, which reads, "Coccyx dressing - apply Silver Alginate rope to wound, cover with foam dressing once daily." R50 also has an order for his right foot bunion area, which reads, "After cleanse with NSS(normal saline), gently pat dry, cover with foam dressing, and secure with tape once daily and as needed."</p> <p>R50's Individual Service Plan dated 3/7/12 was reviewed. Under positioning devices, it reads to use a pressure relief cushion to w/c and pressure relief pad to bed. Under skin assessment, it reads, "Inner buttock/sacral crease with 3cm x 1cm stage 2(evaluated by wound care nurse 2/9/12 as 2.5cm x 1 cm full thickness un-stageable-treat with Santyl/Calcium Alginate dressing QD(daily)/PRN(as needed). 2/22/12-wound assessment note - decrease slough noted to wound bed, granulated tissue noted." Under Other Concerns/Recommendations, it reads, "At risk for skin impairment-maintain Skin Integrity Protocol. Currently receives Santyl/Calcium Alginate dressing treatment to sacral crease/inner buttocks-monitor closely, at present, no infection, healing slowly." The Validation of Level of Functioning form dated 3/30/11 reads, but is not limited to, "R50 requires verbal prompts and staff physical assistance to complete all ADL(activities of daily living) skills: dressing, bathing, hair and nail care, brief changing and eating....R50 is a non ambulatory individual. He(R50) is dependent on staff physical assistance to complete transfers, and also relies on staff to access his</p>	W9999			

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W9999	<p>Continued From page 143</p> <p>environment." R50's Goal/Service objective for repositioning reads, "Reposition R50 in bed with pillows side-lying."</p> <p>The Individual Habilitation/Service Plan, dated 5/4/12, regarding the current need of skin break-down reads, but is not limited to, "The Interdisciplinary Team met on 5/4/12 to discuss skin care protocol for R50's wound." This is in the form of a memo, which mentions that all staff have been trained on the skin protocol for R50, that R50 will be provided with a wheelchair, accessories, including pillows to promote skin integrity, that R50 should be up for meals and 30 - 45 minutes prior to and following all meals, that the wound is to be kept clean and dry, that R50's wound site is to be elevated with pillows placed between the limb and bed, with the area kept free of contact with the firm bed surface and sheets, that staff will re-position R50 every hour, ensuring at all times that his wound site is free from contact with any hard surface, touching pillows or the bed mattress and sheets, that the pillow will keep his heel from making contact leading to friction with either the pillow or bed coverings, that staff will record all repositioning times on the blue hourly-repositioning form, that a wound specialist will assess R50's wound as requested, providing treatment, reporting the same to nursing,. This form does not mention where R50's wound is at the time this meeting was conducted.</p> <p>The Narrative Summary of Team Discussion dated 5/4/12 was reviewed. It reads, but is not limited to,"The team met today to discuss skin integrity protocol for R50....Upon recommendation of the nurse and doctor, R50 has been and will continue to be repositioned</p>	W9999			

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W9999	<p>Continued From page 144</p> <p>every hour. He currently is to be up for meals, and 30 to 45 minutes following meals. Body pillows are available to assist in ensuring R50 is comfortable when he is repositioned out of his wheelchair." The memo and the summary conflict one another with positioning times; the memo indicates that R50 is to be up for meals 30-45 minutes prior to and after meals, and the summary indicates that R50 is to be up for meals, and then 30-45 minutes only after meals. This memo also does not indicate the location of R50's wound/s.</p> <p>During an interview with E2 (Director of Nursing) on 1/10/13 at 11:00am, E2 was asked how R50 should be repositioned. E2 stated that R50 can be repositioned side to side, and can spend some time on his back. E2 stated that R50 should be repositioned hourly. E2 stated that R50's right foot should be elevated, with a pillow between his legs...E2 stated that they do not have any egg crate elevation appliances for R50. This surveyor corrected E2, and told E2 that R50 has about 4 different egg crate elevation appliances in the corner of his bedroom, on the floor. E2 stated that she was not aware of that, and that it was her understanding that a pillow is fine for R50 to elevate his legs. E2 was asked if there is any place in the chart for staff to go, to find out how R50 should be positioned, being that he is complex, having a Stage 4 decubitus to his coccyx, and a Stage 3 decubitus to his right foot bunion. E2 stated there is no place in R50's chart that is current to find that information. E2 stated that R50's right foot decubitus developed on October 22nd. E2 stated that an accurate repositioning protocol for R50 should have come out of a special team meeting that should have</p>	W9999			

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W9999	Continued From page 145 been held when R50 developed his new right foot union decubitus. E2 was asked what their facility policy should be for clients in regards to repositioning. E2 explained that for clients in wheelchairs, if they cannot reposition themselves, they should be repositioned by staff every 2 hours. E2 stated if a client has actual skin breakdown, as is the case with R50, those clients should be repositioned every 1 hour. E2 was asked what repositioned means; taken out of the wheelchair, and lying down on a mat, or a shift in the wheelchair, or which side should a client be lying on. E2 stated that they do not have that specific of a plan for R50, and stated that she realizes that they should have a specific protocol. E2 stated that after they have a special team meeting, the Qualified Intellectual Disability Professional(QIDP) should put a new assessment together, and update the current ISP for R50, so it is a current reflection of his actual skin status. E2 confirmed that currently, R50's skin protocol and ISP do not reflect his current skin status. E2 was asked if the facility has the current blue sheet that indicate staff has been repositioning R50. E2 stated that they do not use the blue sheets any longer. E2 stated that they now have a tracking form for each shift, for every day of the week. E2 stated that the direct care staff assigned to R50 mark an x on the form, indicating that they did reposition R50 every hour. E2 confirmed that this form will not indicate which location R50 was last repositioned from, i.e., left side, versus right side, versus back. E2 was informed that all of the times R50 was observed his feet were touching each other, applying direct pressure to his right foot decubitus. E2 stated that R50 moves around a lot, so it is difficult to keep pressure off of R50's feet.	W9999			

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W9999	<p>Continued From page 146</p> <p>R50's Nursing Quarterlies/(90 Day Assessments) were reviewed. There is no mention on the assessment form indicating R50 has a Stage 3 decubitus to his right great toe bunion. The last entry is from 8/9/12. There is no quarterly for the month of November, as should be the next entry.</p> <p>R50's Monthly Summary Reports for the months of October, November, and December of 2012 were reviewed. Under Skin Intact for the month of October, it is checked, no, with a check to reposition every 1-2 hours(not every one hour as indicated by the Director of Nursing). Under comments it reads, "Open area R bunion reported on 10/22/12." For the month of November, under Skin Intact, it is checked no, with a check again to reposition every 1-2 hours. There is no mention on this form where the skin breakdown is located. For the month of December, under Skin Intact, it is checked no, with a check to reposition every 1-2 hours. In the narrative comment section, E3(Licensed Practical Nurse) documented that R50 had congestion issues, but did not mention the status of his current skin breakdown.</p> <p>The facility presented this surveyor with the new tracking forms the facility is using for clients who need repositioning. These forms track the time frame of 3-11, and 11-9am. For the time frame of 9am through 3:00pm, there are no tracking forms. During an interview with E4(Social Worker/Residential Services Director) on 1/10/13 at 2:00pm, E4 was asked how they can account for the time frame of 9am-3pm, to ensure staff are repositioning R50. E4 stated that during the time frame of 9-3, R50 is in Day Training, and the</p>	W9999			

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CENTERS FOR MEDICARE & MEDICAID SERVICES

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STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 14G003	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED 02/08/2013
NAME OF PROVIDER OR SUPPLIER BELLWOOD DEVELOPMENTAL CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 105 EASTERN AVENUE BELLWOOD, IL 60104		
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W9999	<p>Continued From page 147</p> <p>Day Training staff has a different form for documenting repositioning. This surveyor asked what happens on the weekend, or if R50 is ill, and does not attend Day Training. E4 stated that she does not have a tracking form for this time frame on the weekend. E4 was asked what happens during the week, when R50 arrives late to Day Training, as was the case on 1/9/13. How can she account for the time frame of 9am until R50 arrives at Day Training. E4 stated that she will have to create a new form to account for this 6 hour time frame on the weekend, and if R50 arrives late to Day Training.</p> <p>R50's QIDP, E9 was interviewed on 1/15/13 at 2:00pm. E9 was asked if he was aware that R50 has active skin breakdown on his right foot bunion that is a Stage 3 decubitus. E9 stated that he is aware R50 has skin breakdown on his right foot. E9 was asked if he has a skin protocol developed for R50 that reflects an accurate picture of R50's current skin status. E9 stated when he found out that R50 had new skin breakdown in October on his right foot bunion., he spoke with nursing about this new skin issue. E9 stated that the team, E4(Social Worker/Residential Services Director), E3(Licensed Practical Nurse), E2(Director of Nursing), and E9 all met together, and discussed this new issue. E9 stated that this meeting was conducted informally. E9 stated that R50 should have a pillow between his legs, and that this area is healing. E9 was asked if he was aware that R50's current skin protocol, as well as ISP do not reflect an accurate picture of R50's current skin status. E9 stated that he has not been instructed to add new issues to the ISP as they occur. E9 stated that he was taught to wait until the next</p>	W9999			

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W9999	Continued From page 148 annual staffing, and then make the changes. E9 stated that he normally writes up a memo after the team meets regarding a new client issue, but in the case of R50's new skin breakdown from October on his right bunion area, he over looked this matter, and did not write up a new skin protocol for R50. E9 stated that at the annual, nursing adds their input during the meeting, and that is when he makes the changes to the ISP. E9 stated that he is not the expert as far as nursing is concerned. E9 was asked if he was aware that staff are not repositioning R50 every hour as he should be repositioned, and that documentation in R50's ISP, Special Team Meetings, and memo conflict with each other, and do not reflect an accurate picture of R50's current skin breakdown. E9 stated that nursing usually covers nursing issues, and he waits for their input before he makes changes. B	W9999			