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	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

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F9999	FINAL OBSERVATIONS Licensure Violations: 610a) 300.1010i) 300.1035a)4)5) 300.1035d) 300.1035e) 300.1035h) 300.1210a) 300.1210b) 300.1210c) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures 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. The policies shall comply with the Act and this Part. The written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting. Section 300.1010 Medical Care Policies i) At the time of an accident or injury, immediate treatment shall be provided by personnel trained in first aid procedures.	F9999		

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F9999	Continued From page 11	F9999		

Section 300.1035 Life-Sustaining Treatments
a) Every facility shall respect the residents' right to make decisions relating to their own medical treatment, including the right to accept, reject, or limit life-sustaining treatment. Every facility shall establish a policy concerning the implementation of such rights. Included within this policy shall be:

4) procedures detailing staff's responsibility with respect to the provision of life-sustaining treatment when a resident has chosen to accept, reject or limit life-sustaining treatment, or when a resident has failed or has not yet been given the opportunity to make these choices;
5) procedures for educating both direct and indirect care staff in the application of those specific provisions of the policy for which they are responsible

d) Any decision made by a resident, an agent, or a surrogate pursuant to subsection (c) of this Section must be recorded in the resident's medical record. Any subsequent changes or modifications must also be recorded in the medical record.

e) The facility shall honor all decisions made by a resident, an agent, or a surrogate pursuant to subsection (c) of this Section and may not discriminate in the provision of health care on the basis of such decision or will transfer care in accordance with the Living Will Act, the Powers of Attorney for Health Care Law, the Health Care Surrogate Act or the Right of Conscience Act (Ill. Rev. Stat. 1991, ch. 111½, pars. 5301 et seq.)

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F9999	Continued From page 12 [745 ILCS 70] h) If no choice is made pursuant to subsection (c) of this Section, and in the absence of any physician's order to the contrary, then the facility's policy with respect to the provision of life-sustaining treatment shall control until and if such a decision is made by the resident, agent, or surrogate in accordance with the requirements of the Health Care Surrogate Ac Section 300.1210 General Requirements for Nursing and Personal Care a) Comprehensive Resident Care Plan. A facility, with the participation of the resident and the resident's guardian or representative, as applicable, must develop and implement a comprehensive care plan for each resident that includes measurable objectives and timetables to meet the resident's medical, nursing, and mental and psychosocial needs that are identified in the resident's comprehensive assessment, which allow the resident to attain or maintain the highest practicable level of independent functioning, and provide for discharge planning to the least restrictive setting based on the resident's care needs. The assessment shall be developed with the active participation of the resident and the resident's guardian or representative, as applicable. (Section 3-202.2a of the Act) 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	Continued From page 13 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. c) Each direct care-giving staff shall review and be knowledgeable about his or her residents' respective resident care plan. Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. These requirements are not met as evidenced by: Based on interview and record review the facility failed to provide nursing services by not initiating cardiopulmonary resuscitation (CPR) on 7/28/2013, for a resident who chose to be a full code. The facility failed to know the code status of 6 other residents in the facility. The findings include: R2 's Physician Transfer order sheet shows R2 was admitted to the facility on 7/26/2013. The transfer orders document R2 ' s resuscitation status as a full code. The facility ' s computerized POS (Physician Order Sheet) of 7/2013 does not show a resuscitation order. The hard chart does not contain the state approved Uniform Advanced	F9999		

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	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

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DIXON REHAB & HCC	**800 DIVISION STREET DIXON, IL 61021**

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F9999	Continued From page 14 Directive form giving physician orders for life-sustaining treatment. Nursing Notes (written by E4) of 7/28/2013 documents at 8:30 PM, E2 ' s respirations were 40 (breaths per minute) and labored, his temperature was 100.6. The notes show Z1 (Nurse Practitioner) and Z2 were notified of R2 ' s change in condition. The notes document at 9:20 PM the resident ' s temperature was 99.2. The next entry in the nurse ' s notes was at 10:00 PM. The notes state, " C.N.A. reported mucous at sides of mouth checked at this time expired also assessed by another nurse. (Z1) family notified and coroner called. " On 8/6/2013 at 3:30 PM, E6 (Social Services) said she did the admission paperwork for R2 at 6:30 PM on 7/26/2013. E6 said she asked Z2 (spouse) what R2 's code status was. Z2 said R2 had no Advanced Directives. E6 stated, " ...wife stated he was going to be a full code ...Paperwork was done and passed on to the nurses. They were given a ' heads up ' that he was coming and he was a full code. " On 8/6/2013 at 2:30 PM, E4 (Licensed Practical Nurse) said when she came on her shift, on 7/28/2013, she was told R2 's condition had deteriorated. E4 said she did not know R2 ' s code status. She said she could not find R2 ' s code status. E4 said CPR was not initiated when R2 was found pulseless. E4 said, " If no DNR (Do not resuscitate) on chart, CPR should have been started. " E4 said she didn ' t find R2 's Full Code status until preparing paperwork for the coroner. On 8/6/2013 at 3:00 PM, E9 (LPN) stated in interview that E4 asked her to come to R2 ' s room and verify R2 had expired. E9 said, " We always have 2 nurses verify a death. I assumed she checked (R2 's) code status. If the code	F9999		

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F9999	Continued From page 15	F9999		

status is not known, CPR should be initiated. The resident ' s code status should be in the front of the hard chart. " E9 said R2 did not have any vital signs, and she concurred with E4 that R2 had expired. E9 said, " She (E4) did not ask for assistance so I resumed my duties. "
On 8/7/2013 at 10:45 AM, Z1 (nurse practitioner) said during interview that she had received a call from the day shift nurse on 7/27/2013 with a condition update. At that time the nurse informed Z1 that R2 was a full code.
On 8/7/2013 from 4:15 PM through 4:30 PM, E10 - E13 (CNAs) and E3 (Assistant Director of Nursing) and E5 (LPN) all said if a resident is found not breathing/pulseless the front of the hard chart should be immediately checked to determine the resident ' s code status. E5 said if the chart doesn ' t have a signed DNR, the resident is a full code.
On 8/7/2013 the code status was reviewed for all 81 residents (according to the Facility Data Sheet of 8/6/2013) currently residing in the facility. Of the 81 residents, 6 of the residents (R7, 8, 10, 11, 12, &13) had conflicting orders where the state Physician orders for life-sustaining treatment (Uniform Do-Not-Resuscitate Advance Directive) was not the same as the resident ' s pharmacy physician orders sheet or the electronic Medication Review Report.

The facility ' s Advance Directives for Residents policy and procedure (4/2/01) states, " 1. Prior to, or upon admission, the Social Service designee or Admission Coordinator will ask the resident, and/or family members about the existence of any advanced directives. This will be followed by Social Services. 2. Should the resident indicate that he/she has issued advanced directives about his/her care and

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	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
DIXON REHAB & HCC	800 DIVISION STREET DIXON, IL 61021

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F9999	Continued From page 16 treatment, the facility will require that copies of such directives be included in the medical record ... " The facility ' s Abuse, Prevention and Prohibition of (5/2013) states, " This facility prohibits mistreatment, neglect or abuse of residents. This also includes the deprivation by an individual including a caretaker, of good or services that are necessary to attain or maintain physical, mental and psychosocial being, necessary to avoid physical harm, mental anguish, or mental illness.being ... " Neglect is defined in the policy as the failure to provide goods and services. (B) 300.610a) 300.1010h) 300.1010i) 300.1210d)1)2)3) 300.1220b)2) 300.1610a)1) 300.1630d) 300.3220f) 300.3240a) Section 300.610 Resident Care Policies a) The facility shall have written policies and procedures governing all services provided by the facility. The written policies and procedures 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. The policies shall comply with the Act and this Part. The written policies shall be followed in operating	F9999		

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DIXON REHAB & HCC	**800 DIVISION STREET DIXON, IL 61021**

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F9999	Continued From page 17	F9999		

the facility and shall be reviewed at least annually by this committee, documented by written, signed and dated minutes of the meeting.

Section 300.1010 Medical Care Policies

h) The facility shall notify the resident's physician of any accident, injury, or significant 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. The facility shall obtain and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification.

i) At the time of an accident or injury, immediate treatment shall be provided by personnel trained in first aid procedures

Section 300.1210 General Requirements for Nursing and Personal Care

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:

1) Medications, including oral, rectal, hypodermic, intravenous and intramuscular, shall be properly administered.

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	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

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DIXON REHAB & HCC	**800 DIVISION STREET DIXON, IL 61021**

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F9999	Continued From page 18 2) All treatments and procedures shall be administered as ordered by the physician. 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. Section 300.1220 Supervision of Nursing Services b) The DON shall supervise and oversee the nursing services of the facility, including: 2) Overseeing the comprehensive assessment of the residents' needs, which include medically defined conditions and medical functional status, sensory and physical impairments, nutritional status and requirements, psychosocial status, discharge potential, dental condition, activities potential, rehabilitation potential, cognitive status, and drug therapy. Section 300.1610 Medication Policies and Procedures a) Development of Medication Policies 1) Every facility shall adopt written policies and procedures for properly and promptly obtaining, dispensing, administering, returning, and disposing of drugs and medications. These policies and procedures shall be consistent with the Act and this Part and shall be followed by the	F9999		

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
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F9999	Continued From page 19 facility. These policies and procedures shall be in compliance with all applicable federal, State and local laws. Section 300.1630 Administration of Medication d) If, for any reason, a licensed prescriber's medication order cannot be followed, the licensed prescriber shall be notified as soon as is reasonable, depending upon the situation, and a notation made in the resident's record. Section 300.3220 Medical Care f) All medical treatment and procedures shall be administered as ordered by a physician. All new physician orders shall be reviewed by the facility's director of nursing or charge nurse designee within 24 hours after such orders have been issued to assure facility compliance with such orders. Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. These requirements are not met as evidenced by: Based on interview and record review the facility failed to give Lantus insulin as ordered for a	F9999		

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	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

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DIXON REHAB & HCC	**800 DIVISION STREET DIXON, IL 61021**

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F9999	Continued From page 20	F9999		

resident with Diabetes. This failure contributed to a resident ' s hyperglycemic state between 7/26/2013 7/28/2013.
This applies to 1 of 3 residents (R2) reviewed for medications, in the sample of 13.
The finding includes:
R2 was admitted to the facility on 7/26/2013, according to the hospital transfer form. His 7/26/2013 Medication Review Report shows R2 ' s diagnoses includes Diabetes.
On 8/7/2013 at 10:45 AM, Z1 (Nurse Practitioner) said R2 was admitted to the facility on Friday night (7/26/2013). Z1 said, " I began getting phone calls on him regarding elevated blood sugars. As I see it, (R2) was a sick man. He was discharged from the hospital too early. His blood sugars were all over the board. We couldn ' t get his blood sugars back under control. " Z1 said his blood sugars were running anywhere from 342 to 586. Z1 said she gave an order to a nurse (uncertain who) to administer 20 units Lantus subcutaneously for hyperglycemia. Z1 said the resident did not receive the insulin on 7/26/2013. Z1 said the nurse told her they did not have Lantus for R2 and cannot borrow from another resident. Z1 said they just kept chasing R2 ' s blood sugars, after missing his dose on 7/26/2013. We never did get them under control.
A 7/26/2013 nurses notes, written by E4 (Licensed Practical Nurse) at 10:00 PM states Insulin Glargine 100u/ml (Lantus), inject 20 units subcutaneously at bedtime for prophylaxis. Waiting on supply. The medication administration record documents R2 did not receive any insulin until 10:19 AM on 7/27/2013.
Nursing Notes (written by E4) of 7/28/2013 documents at 8:30 PM, E2 ' s respirations were 40 (breaths per minute) and labored, his temperature was 100.6. The notes show Z1

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145906	A. BUILDING _____ B. WING _____	C 08/13/2013

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F9999	Continued From page 21 (Nurse Practitioner) and Z2 were notified of R2 ' s change in condition. The notes document at 9:20 PM the resident ' s temperature was 99.2. The next entry in the nurse ' s notes was at 10:00 PM. The notes state, " C.N.A. reported mucous at sides of mouth checked at this time expired also assessed by another nurse. (Z1) family notified and coroner called. " On 8/7/2013 at 3:00 PM, E2 (Director of Nursing) said the pharmacy told her medication can be gotten 24 hours a day. They said there is also a local pharmacy available to receive emergency medication. E2 was asked if Lantus is kept in the pharmacy emergency box (e-box). E2 presented a copy of the label of the e-box showing the facility did have 1 vial of Lantus available for resident use. The facility ' s Medication Shortages/Unavailable Medication (1/1/13) states, " Upon discovery that facility has an inadequate supply of medication to administer, facility staff should immediately initiate action to obtain medication from the pharmacy ...If the next available delivery causes delay or a missed dose in the resident ' s medication schedule, facility nurse should obtain the medication from the Emergency Medication Supply ... " (B)	F9999		