

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6016596	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 06/19/2014
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NAME OF PROVIDER OR SUPPLIER COLEMAN HOUSE	STREET ADDRESS, CITY, STATE, ZIP CODE 6300 NORTH RIDGE AVENUE CHICAGO, IL 60660
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Z9999	<p>FINDINGS</p> <p>LICENSURE VIOLATIONS:</p> <p>350.1060e) 350.1210 350.3240a) 350.3240f)</p> <p>Section 350.1060 Training and Habilitation Services</p> <p>e) An appropriate, effective and individualized program that manages residents' behaviors shall be developed and implemented for residents with aggressive or self-abusive behavior. Adequate, properly trained and supervised staff shall be available to administer these programs.</p> <p>Section 350.1210 Health Services</p> <p>The facility shall provide all services necessary to maintain each resident in good physical health.</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.</p> <p>f) Resident as perpetrator of abuse. When an investigation of a report of suspected abuse of a resident indicates, based upon credible evidence, that another resident of the long-term care facility is the perpetrator of the abuse, that</p>	Z9999		
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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Z9999	<p>Continued From page 1</p> <p>resident's condition shall be immediately evaluated to determine the most suitable therapy and placement for the resident, considering the safety of that resident as well as the safety of other residents and employees of the facility.</p> <p>These requirements are not met as evidenced by:</p> <p>Based on observations, interviews and record reviews, the facility failed to ensure for 3 of 4 in the sample (R1, R2, R3) and 8 outside the sample (R5, R6, R7, R8, R9, R10, R11, R12) who live in the home, are not subjected to physical, verbal or mental abuse from R4.</p> <p>Findings include:</p> <p>R4's Individual Support Plan dated 10/17/2013 was reviewed and documented she has a diagnosis of Moderate Mental Retardation, Generalized Anxiety Disorder, Bipolar 1 Disorder, Depressive Disorder Mood Disorder.</p> <p>R4's Client Behavior Program dated 5/21/2014 identifies the following: Functional Analysis/Assessment: ...(R4) agitation and physical aggression is hypothesized to maintain by escaping the environment and access to preferred activities.</p> <p>Target Behavior Description: Yelling, screaming, crying slamming doors, hitting walls, spitting, pushing her walker without caution, cursing, threatening to harm others, name calling, flipping over tables, flipping over chairs, pouring out contents of cup/bowl to floor.</p> <p>R4 has the following behavior objectives:</p>	Z9999		
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Z9999	<p>Continued From page 2</p> <p>...will reduce incident of agitation to 15 incident or less per month for 3 consecutive months ...will reduce incident of physically aggression to 3 times or less for 3 consecutive months</p> <p>R4 is on the following medications to manage inappropriate behaviors: Xanax, Effexor, Seroquel, Trazadone, Latuda.</p> <p>The facility policy titled Reporting/Investigation Procedure for Alleged Abuse/Neglect - Definition Addendum dated 1/2012, defines abuse as indicated by the following:</p> <p>Mental Abuse: The use of demeaning, intimidating, or threatening words, signs, gestures, or other action...that results in emotional distress or maladaptive behavior, or could have resulted in emotional distress or maladaptive behavior, for any individual present.</p> <p>Physical Abuse:...non-accidental and inappropriate contact with an individual that causes bodily harm...</p> <p>Incident Reports (Task 2) were reviewed for the time period of 1/5/2014 to 6/11/2014 and documented that all clients, who live in the home, were subjected to physical, verbal or mental abuse directed toward them by R4 which is evident by the following incident reports:</p> <p>"6/11/2014 - R4 came into the kitchen (no time documented) and hit another resident (R3) then she (R4) continue throwing chairs and banging on the table. She also scratch, pinch staff (E10)."</p> <p>"6/10/2014 - On 6/10/2014 (no time documented) (R4) was calling (R12 and R10) names and telling them she hates them. (R9) was present and told</p>	Z9999		

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Z9999	<p>Continued From page 3</p> <p>(R4) to "shut up". All resident were redirected back into their morning routine. This is an ongoing trend for (R4) and it is addressed in her formal behavior support plan..."</p> <p>"6/5/2014 - On 6/5/2014 (no time documented) (R4) was calling (R7 and R5) inappropriate names. R7 and R5 left the room and R4 became agitated as staff redirected her according to her formal behavior support plan. This is an ongoing trend that is being addressed by the IDT..."</p> <p>"5/31/2014 - On 5/31/2014 (no time documented) (R4) was yelling at and in the presence of the following residents (R6, R2, R12, R8). All expressed concern about the yelling and the words that were being used. (R4) also banged on the dining room table and knocked over chairs. She did not have any direct physical contact with any of her peers and the trend of verbal and physical aggression is addressed through her behavior support plan. R4 did require crisis medical intervention, receiving 1 mg of Ativan."</p> <p>"5/3/2014 - On 5/3/2014 (no time documented) (R4) and (R8) were yelling at each other about home visit."</p> <p>"5/3/2014 - On 5/3/2014 (no time documented) (R4) stated that she wanted to hit, kick and punch R12, R6, and R10. She made this statement to staff in the proximity of her peers but did not make the threat directly to her peers."</p> <p>"4/5/2014 - (R4) (no time documented) hit R3 with minor intensity two separate times ...R4 continued to have difficulty managing her emotions and was physically aggressive toward herself and the environment. Upon consultation</p>	Z9999		

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Z9999	<p>Continued From page 4</p> <p>with her physician, (R4) received crisis medications..."</p> <p>"4/6/2014 - 9:00 a.m. (R4) hit R3 on the arm as she walked past her."</p> <p>"4/6/2014 - 4:00 p.m. (R4) yelled "I hate you" at R3 who was trying to help her make her lunch. (R4) then had to be physically restrained for 10 seconds to prevent her from hitting (R3)."</p> <p>"3/4/2014 - 8:07 a.m. (R4) hit another resident with her purse as well as throwing her snack and placement at staff. (R4 was yelling, calling her peers names and spitting on the floor. (R4) was also turning over the dining room chairs. (R4) was also using vulgar language toward staff. (R4) shattered cup after throwing it on the floor."</p> <p>"3/4/2014 - 3:45 p.m. (R4) ...became upset, began yelling, cursing, crying, spit on floor, sat on floor and refused to get up, hit peer (R10), hitting walls, banging windows threw her glasses and her books."</p> <p>"3/13/2014 - 7:25 a.m. (R4) ...started telling staff that she hates her guts and that she was going to shoot her head off, then she continue by hitting one of her housemates (R12), spitting on the floor slamming doors, yelling and crying and calling other residents names (R5)."</p> <p>"3/13/2014 - 8:30 a.m. (R4) yelling, screaming and whining. (R4) hit another resident (R10) on the shoulder with her hand 3 times. (R4) knocked over chair. (R4) pounded table. (R4) threaten to spit on another resident (R3). (R4) arguing with another resident (R6)."</p> <p>"3/24/2014 - (R4) yelled at R3 (no time</p>	Z9999		

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Z9999	<p>Continued From page 5</p> <p>documented) , "I hate her and then hit R10 in the arm as she was walking by."</p> <p>"3/25/2014 - (R4) (no time documented) call R7 names and told her she hated her. Staff redirected R7 to another activity away from (R4)."</p> <p>"3/25/2014 - (R4) (no time documented) reported to staff that she hit another resident (R3) while on a outing."</p> <p>"3/26/2014 - (R4) (no time documented) became upset due to a recent return from home visit and began yelling, swearing and hitting the walls. (R4) also struck one housemate (R3) and pulled a separate housemate hair (R12). R8 began yelling and cursing at one of her peers (R4). R8 was redirected to a different activity."</p> <p>"2/3/2014 - 7:30 a.m. (R4) was screaming and telling everyone she hates them. Resident hit another resident (R9). (R4) was using profanity. (R4) was pacing the floor. R4 was arguing with other residents. (R4) was yelling I want to go home. 8:30 a.m. (R9) was agitated. stating she was going to kill another resident and how she hates and wishes she (R4) will leave the house. She also used vulgar language to her peers."</p> <p>"2/20/2014 - 7:45 a.m. (R4) was agitated during her morning routine. She hit a peer (R10) who happened to be nearby."</p> <p>"1/25/2014 - 7:45 a.m. (R4) struck peer (R10) on back and shoulder."</p> <p>"1/9/2014 - 7:25 a.m.. (R4) was yelling, screaming, calling staff and other residents bad names. Resident hit another resident (R10). (R4) flipped over 2 tables and threw the</p>	Z9999		

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Z9999	<p>Continued From page 6</p> <p>telephone on floor..."</p> <p>"1/8/2014 - 9:42 a.m. (R4) was agitated through out morning routine. She hit peers (R3, R5, R9) who happened to be in close proximity."</p> <p>"1/5/2014 - 12:42 p.m. (R4) punched another resident (R5) while walking to her room."</p> <p>R4 also targeted Z1 at the day training site as indicated on incident reports on the following dates:</p> <p>"2/21/2014 - (R4) (no time documented) became agitated in her work program and hit peer (Z1) who happened to be nearby at the time."</p> <p>"2/21/2014 - (R4) (no time documented) the residents were playing Uno and another resident told (R4) she put down the wrong card. (R4) hit the other resident in the shoulder (Z1)."</p> <p>"1/8/2014 - 11:05 a.m.. (R4) hit (Z1) on left arm with DVD."</p> <p>E1, Administrator, was interviewed on 6/10/2014 at 2:30 p.m. E1 stated that they have been working with R4 with medication adjustments and changes to her Behavior Plan. E1 stated the guardian does not want R4 sent to the hospital to stabilize. E1 states R4 has a history of aggression. R4 has lived in practically every home on the campus but eventually has to move due to aggression.</p> <p>E2, Qualified Intellectual Disability Professional, was interviewed on 6/11/2014 at approximately 7:00 a.m. E2 stated that R4 is in a private room and no level of supervision has been identified for R4.</p>	Z9999		

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Z9999	<p>Continued From page 7</p> <p>Surveyor observed the morning routine in the home on 6/11/2014 from 6:55 a.m. to 9:30 a.m.</p> <p>At 9:03 a.m., R4 was escorted into the dining room with E10, Direct Support Person.</p> <p>At 9:11 a.m., R4 went into the kitchen and was standing by the center counter. R3 was standing by the counter and R4 proceed to hit R3 two times on her shoulder. R3 started to cry and went into the dining room. R4 then went into the dining room and turned over the dining room chairs onto the floor. R4 proceeded to go back into the kitchen.</p> <p>At 9:18 a.m., Surveyor observed R4 threatening to hit R9 as she passed her going out of the kitchen and R4 also told R12 that she did not like her hat and "I hate you."</p> <p>At 9:19 a.m., R4 trying to hit R3 again and had a fork in her hands. E2, Qualified Intellectual Disability Professional, with the assistance of staff removed the fork from R4's left hand and used a physical holding restraint briefly. R4 once released started hitting the table, spitting, and threw the phone on the floor.</p> <p>At 9:24 a.m., R4 was yelling, trying to kick staff. R4 was assisted to the medication area to receive her medications. R4 observed by surveyor (with 3 staff around her) trying to kick staff, hitting the medication bubble pack, trying to hit staff with her hands. R4 observed to be very aggressive toward staff and E2 observed to use holding restraint to both wrist to block her hitting and grabbing onto E2 clothing.</p> <p>During afternoon observations at the facility on</p>	Z9999		
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Z9999	<p>Continued From page 8</p> <p>6/10/14 from approximately 4:05 through 5:45 p.m., R4 displayed loud physical and verbal aggressive behaviors.</p> <p>R4 began displaying the behaviors when she returned from her day program at 4:05 p.m. Surveyor was observing the medication pass in the hallway. R12 was beginning to receive medications from E5, Direct Support Person (DSP). R4 used loud abusive language and threw her walker. R4 was in the hallway near the bedrooms. R4 hit the wall with her fist. R4 grabbed E2, Qualified Intellectual Disability Professional (QIDP). R4 was screaming and hit E2 on the arm. R12 was told by E5 to go into the dining area.</p> <p>At 4:05 p.m., R9 was in E2's office. R9 was implementing her money program with E2 when R4 arrived in the home.</p> <p>R3 was in the dining room. R3 came to the surveyor and took surveyor by the arm and led surveyor into the dining room. R3 closed the door to the dining room. Once the door to the dining room is closed, the residents do not have access to the rest of the home. R3 said to the surveyor, "come in here, I don't want you to get hurt."</p> <p>Surveyor left the dining room at approximately 4:15 p.m. Surveyor observed R2 sitting in the living room with the door closed to the hallway. R1 was sitting in the television room. Surveyor interviewed E5 (6/10/14 at 4:15 p.m.). E5 said when R4 has behaviors the protocol is to have 2 staff with R4 and keep everyone else away from R4.</p> <p>At 4:28 p.m. E6, DSP called E8, afternoon</p>	Z9999		
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Z9999	<p>Continued From page 9</p> <p>supervisor to report the severity of R4's behaviors. R5 came to the dining room and hugged E6. E6 asked R5 "are you alright?" R5 said,"no." E6 asked R5 if she was afraid. R5 said "yes."</p> <p>At 4:28 p.m. R3 said, "I try to be careful, a couple people be afraid, she scratched me."</p> <p>At 4:40 p.m. R9 was sitting in E2's office. R9 was waiting in the office to finish her money program that was disrupted when R4 came home from day program at approximately 4:05 p.m.</p> <p>At 4:45 p.m. E8, afternoon supervisor, came to the home. E8 came into the dining room to talk to the individuals who were behind the closed door. R5 was crying, she said she was thinking about her mom in heaven. R5 said she wanted to leave the home and visit another home.</p> <p>At 4:45 p.m. R9 came into the dining room and said to surveyor R4 is bothering me, write that down. R9 told E8 the same information she told surveyor. R7 was sitting at the table crying.</p> <p>At 4:55 p.m. R8 and R9 were sitting in the dining room. Both said they would ignore R4. R9 balled her hand into a fist and made a hitting motion and said I don't like R4.</p> <p>At 5:05 p.m. the nurse, E7 arrived. E7 said she was in the home to assess R4. E7 said she gave R4 Ativan 1 mg, it usually helps.</p> <p>At 5:10 p.m. R4 was in E2's office with E2, the door was closed. R4 left E2's office and came to the kitchen with E6. R4 started yelling, R4 and E6 left the kitchen and went into the hallway. R9 asked E5 to close the door.</p>	Z9999		

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Z9999	<p>Continued From page 10</p> <p>At 5:30 p.m. R5 said she did not want to walk in the hall by herself without staff.</p> <p>On 6/11/2014 the following individuals were interviewed about how they feel living in the home.</p> <ol style="list-style-type: none"> 1. R1 (R1 is her own guardian) was interviewed on 6/11/2014 at 7:12 a.m. - R1 stated "I am afraid, (R4) has hit me. I feel upset that she hit me, she has hit me a couple of times. I tell someone or staff will see it then staff look at me for any marks. If she comes into my area or space I would leave and go away. I live here and I should not feel scared." 2. R5 was interviewed on 6/11/2014 at 7:23 a.m. - R5 stated "R4 has hit me at home. I feel bad when she hit me. I don't cry. I call mom if she comes into my room." 3. R6 was interviewed on 6/11/2014 at 7:27 a.m. - R6 stated "sometime she (R4) hit my head with her fist. I not really scared of her. If she comes into my room I would get the staff right away. If she come into the TV room with me I would walk away." 4. R10 was interviewed on 6/11/2014 at 7:36 a.m. - R10 stated "(R4) has hit me on the shoulder. I don't know why she hit me. I did not hit her back. If she comes into the room I am scared of her." 5. R7 was interviewed on 6/11/2014 at 7:42 a.m. - R7 stated "(R4) hit me a year ago and tried to hit me yesterday. I feel sad when she try to hit me. (R4) tell everyone to shut up. I am scared of 	Z9999		

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Z9999	<p>Continued From page 11</p> <p>(R4). I don't like her because she is being mean to everybody. I tell staff if she is being mean to me."</p> <p>6. R10 was interviewed on 6/11/2014 at 7:50 a.m. - R10 stated "I am not scared of (R4). We are not friends. I talk to E2 if I have a problem with (R4)."</p> <p>(A)</p>	Z9999		



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Center

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Plan of Correction

Provider: Coleman Home 6300 N. Ridge Ave. Chicago, Illinois 60660

Date Survey Completed: 6/19/2014

W 122 483.420 CLIENT PROTECTIONS

This finding was noted during the annual licensure and certification survey completed on 6/19/14.

The facility needs to ensure client protection by ensuring clients are free from abuse and neglect, free from unnecessary drugs and restraints and that individual freedoms are promoted. The facility failed to ensure client protection when the facility failed to ensure residents were not subjected to physical, verbal or mental abuse from R4.

To prevent reoccurrence, on 6/11/14, the facility called R4's guardians to inform them that they had to pick up R4 as she is a threat to the safety of the other residents living in the home. While waiting for the guardian to arrive, R4 stayed in the Day Program with a 1:1 staff member and no other clients present. The facility then contacted River Edge Psychiatric Hospital to inquire about inpatient openings for R4 and obtained a release of information from the guardian to initiate a referral plan through Community Alternatives Unlimited. If after treatment, R4 is unfit to return to the facility, the facility will work with the guardian to provide appropriate alternative placement. However, due to the fear expressed by clients of the Coleman Home, R4 will not return to the Coleman Home to prevent any continued risk of aggressive or disruptive behavior which could result in psychological and physical abuse. The Administrator met with all clients in the Coleman Home to let them know that R4 will not be returning to the home. Additionally, the clients met with the facility counselor for group counseling for additional emotional support. This group counseling will continue weekly for 6 sessions. Additional group or 1:1 counseling will be determined by the facility counselor. The facility will also update the abuse prevention policy to ensure instances of resident/resident abuse do not go undetected. This will happen through review of behavior incident reports, trend analysis, and risk prevention review. This update will occur by 7/11/14. The Administrator will in-service Directors, Supervisors and QIDPs on the implementation of the revised policy by 7/18/14.

The Administrator shall be responsible for compliance with this plan of correction.

Completion Date: 7/18/14