

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6005920	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 02/19/2015
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NAME OF PROVIDER OR SUPPLIER HERITAGE HEALTH-EL PASO	STREET ADDRESS, CITY, STATE, ZIP CODE 555 EAST CLAY EL PASO, IL 61738
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(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) COMPLETE DATE
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S9999	<p>Final Observations</p> <p>Licensure Violations</p> <p>300.610a) 300.1210b) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>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.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>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</p>	S9999	<p>Attachment A Statement of Licensure Violations</p>	
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Illinois Department of Public Health LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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S9999	<p>Continued From page 1</p> <p>procedures:</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 Regulations were not met as evidenced by:</p> <p>Based on observation, interview, and record review the facility failed to ensure that nursing call lights were answered in a timely manner for one of 12 residents (R15) reviewed for call lights in a sample of 14 and two residents on the supplemental sample (R20 and R21). This failure resulted in a normally continent resident being incontinent and verbalizing unnecessary embarrassment over incontinence.</p> <p>Findings include:</p> <p>Facility's "Call Light" policy documents, "1. Answer Call light promptly."</p> <p>On 2/19/15 at 11:15 A.M. E1 (Administrator) stated, "Prompt means as soon as they can." E1 also stated, "No one should turn a call light off if the resident's need has not been met."</p> <p>1. R15's Brief Interview for Mental Status (BIMS), dated 12/18/14, notes R15 to be cognitively intact with no memory deficits.</p> <p>R15's Minimum Data Set (MDS), dated 12/18/14, notes R15 to be always continent of urine and bowel.</p> <p>On 2/17/15 at 2:30 P.M. R15 stated, "The call lights are not answered promptly here. The aides (Certified Nurses Aides/CNA) will take a while to answer the light, or they will cancel the light and then forget to come back to help me with going to</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>the bathroom. One time I had to wait 55 minutes and I ended up having an accident in my pants, I even made a mess of my bowels. This was never an issue for me before. I always know when I need to go to the bathroom. I was upset and so embarrassed because of this episode. I will never forget that happening to me. I have to wait a long time a lot. I started asking them to leave my call light on until they actually take me to the bathroom because they will shut it off and then not come back."</p> <p>On 2/19/15 at 8:45 A.M., Z1 (R1's relative/POA) stated, (Z1) was on the phone with (R15) on January 27, 2015 when (R15) mentioned that (R15's) call light had been on for several minutes and no one had come to answer it yet. Z1 stated that after some time a staff member answered the light and R15 said R15 needed to go to the bathroom. The aide canceled the light and then did not return. Z1 instructed R15 to turn on the call light again. After several more minutes, a few other staff members came in to cancel the call light, but R15 was not toileted the entire 51 minutes of their phone conversation. Z1 stated, "(R15) told me (R15) ended up not being able to hold it and had an accident. (R15) was upset and very embarrassed. (R15) won't forget this and neither will I."</p> <p>On 2/19/15 at 12:15 P.M., E6 (Certified Nurses Aide/CNA) stated R15's call light was canceled before R15 was toileted. E6 also stated R15 "ended up being incontinent." E6 also stated R15 was not usually incontinent.</p> <p>On 2/19/15 at 10:18 A.M., in R15's bedroom, R15 stated, "I hit my light about ten minutes ago and still don't have help. I really need to go to the bathroom." At this time, R15's call light was not illuminated outside of R15's bedroom. R15 stated, "My call light isn't on because they came in, turned it off, and left. They have not come</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>back yet to take me to the bathroom and I am scared I am going to have an accident." At 10:22 A.M., E7 (Certified Nurses Aide/CNA) finally entered R15's bedroom to assist R15 to the bathroom.</p> <p>The facility's log "Nurse Call Executive Information System: Detailed Patient Activity Report" documents R15's call light initially alarmed at 10:08 A.M. on 2/19/15.</p> <p>On 2/19/15 at 10:22 A.M. when E7 entered R15's room to toilet R15, E7 verified that E7 had canceled R15's call light at 10:10 A.M. and did not toilet R15 at that time.</p> <p>2. On 2/19/15, at 9:12 A.M., R20 stated earlier this week R20 turned R20's call light on "to be changed" (was incontinent of urine). R20 stated a CNA answered R20's call light, told R20 "someone would be in", turned R20's call light off, and left the room. R20 stated R20 then waited at least an hour and no staff returned, so R20 turned R20's call light on again. R20 stated "I didn't like (waiting). It isn't good to sit in it (urine), I know that."</p> <p>3. On 2/19/15, at 9:38 A.M., R21 stated R21 has had to wait up to a half an hour for R21's call light to be answered to use the restroom. R21 also stated "Once in awhile they (the staff) turn the call light off and say they'll be back with help, but they get busy or forget and don't come back."</p> <p>(B)</p>	S9999		
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