

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

PRINTED: 09/16/2014
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145190		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 09/15/2014	
NAME OF PROVIDER OR SUPPLIER HEARTLAND OF CHAMPAIGN				STREET ADDRESS, CITY, STATE, ZIP CODE 309 EAST SPRINGFIELD CHAMPAIGN, IL 61820			
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F 000	INITIAL COMMENTS			F 000			
F 241 SS=E	<p>Complaint #1463839/IL71749</p> <p>483.15(a) DIGNITY AND RESPECT OF INDIVIDUALITY</p> <p>The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, record review and interview, the facility failed to maintain resident dignity by failure to respond to resident call lights in a timely manner for nine of nine residents (R1-R9) reviewed for call light response.</p> <p>The findings include:</p> <p>1. On 9/8/14 at 12:40pm, Z2 (family) stated that staff take too long to answer call lights for R9. Z2 stated she has timed call light response from 10 minutes to 35 minutes on various unknown dates. Z2 stated that the Certified Nurse Aides (CNAs) "work hard" but that the facility is understaffed.</p> <p>R1, who was identified by the facility as interviewable, stated on 9/08/14 at 1:50 pm and at 4:15pm, that last Friday night, 9/05/14, R1 sat wet in his bed for 3 hours during the night shift with the call light on. R1 stated that he turned on his call light at 12:25am and that no one responded until 2:50am R1 stated E9 was the only CNA on the floor. R1 stated, "They need more help on every shift badly." R1 stated that he has a pressure sore with a lot of drainage and he</p>			F 241			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 241	<p>Continued From page 1</p> <p>needs frequent pad changes. R1's progress notes from the wound clinic dated 9/04/14 confirms that R1 has a pressure ulcer on the coccyx that produces a large amount of serosanguineous drainage. At that time a large amount of yellow and brown dried matter was on the overlay of R1's air mattress.</p> <p>R2, who was identified by the facility as interviewable, stated on 9/08/14 at 1:30 pm that he has waited from 30-50 minutes in his room with the call light on. R2 stated that staff do not check on him in the evenings between 6pm and 8pm. R2 stated he needs help in the bathroom.</p> <p>R3, who was identified by the facility as interviewable, stated on 9/08/14 at 2:00 pm that "staffing was bad" on Friday night, 9/05/14, with "only one CNA" working the floor. R3 stated call light response was slow.</p> <p>R4, who was identified by the facility as interviewable, stated on 9/08/14 at 2:20 pm that staff is "very slow" to answer the call lights on the day shift. R4 stated R4 has "waited 30 minutes to get help to get to the bathroom."</p> <p>R5, who was identified by the facility as interviewable, stated on 9/08/14 at 4:00 pm that Friday night, 9/05/14, R5 waited an hour and 90 minutes with the call light on until E9 finally responded. R5 stated "I was watching the clock." R5 estimated the call light was on approximately from 12:30 am until 2:00 am. R5 stated "I was wet and needed someone to change me".</p> <p>Resident Council Minutes dated 8/27/14 state "Nursing staff slow to respond, seemed to get pulled away a lot . . . CNAs call light slow, not</p>	F 241			

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F 241	<p>Continued From page 2 enough staff."</p> <p>The 9/05/14 night shift (10 pm-6:15 am) on The facility "Daily Deployment Sheet" dated 9/5/14 night shift - 10pm - 6:15am - shows one Licensed Practical Nurse, one Registered Nurse (RN) and three CNAs working in the building. One nurse and one CNA worked on one floor and one nurse and two CNAs worked on the other floor.</p> <p>RN E14 stated on 9/08/14 at 4:30 pm that she received a call on 9/5/14 at 11:10pm that CNA E16 was a no call - no show for the 2nd floor. E14 stated she could not replace E16 for that night. E14 confirmed that there were only five staff for the building on 9/05/14 for the 10pm-6:15 am shift.</p> <p>E13 Mobile Administrator stated on 9/08/14 at 4:00 pm he he has received complaints of call lights not being answered timely.</p> <p>2. On 9/11/14 at 5:20am, call lights for R6 and R8 were lit over the room doors and were sounding at the nurse's station. According to signs on the room doors, R6 and R8 were in contact isolation. No staff were visible in the halls at this time. At 5:25am, R7's call light came on and sounded at the nurse's station. E17 (RN) was going in and out of another resident room at this time.</p> <p>The halls with the rooms for R6, R7 and R8 were observed continuously from 5:20am and 5:25am to 6:10am with call lights on and sounding.</p> <p>E11(CNA) entered and exited four other resident rooms during this time period, taking her clean</p>	F 241			

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F 241	<p>Continued From page 3</p> <p>supplies and soiled linen cart down the hall with her. E11 did not respond to R6's and R7's call lights. E12 (CNA) also entered and exited resident rooms with supplies during this time, and came to the other hall and talked with E11 twice. E12 did not respond to R7's call light.</p> <p>On 9/11/14 at 6:05am, E12 responded to R7's call light and turned it off, 40 minutes after the light came on. At 6:10am, R6's call light was turned off, 45 minutes after first observed.. At 6:15am, E11 donned an isolation gown and entered R8's room, along with day shift staff, and the light was turned off. R8's light was on for at least 55 minutes.</p> <p>On 9/11/14 at 6:12am, R7, who was identified by the facility as interviewable on the Resident List dated 9/8/14, stated he frequently has to wait for someone to respond to the call light, "I just have to wait my turn. . . . The night shift is really thin." R7 stated he had his light on this morning because his leg brace was bothering him and he needed help adjusting the brace. R7 stated that when E12 responded to the call light at 6:05am, E12 told R7 she had to dispose of the garbage and that E12 would tell the day shift to assist R7.</p> <p>On 9/11/14 at 6:20am, E12 stated it was hard to answer call lights while doing rounds and caring for residents. when there is just one CNA for each side of the hall. E12 stated it is "much better" with three staff on the floor due to some residents requiring two staff to provide care and because several residents on her side of the hall are fall risks.</p> <p>On 9/11/14 at 6:25am, R6, who was identified by the facility as interviewable, stated that</p>	F 241			

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F 241	<p>Continued From page 4</p> <p>sometimes she has to "wait a while" for staff to answer her call light. R6 stated she is dependent on staff and requires a mechanical lift for transfers.</p> <p>On 9/11/14 at 7:05am, E11 stated that "you just do the best you can" to answer call lights while making rounds. E11 stated that sometimes the "confused residents - you go in and turn off the lights and then they turn them right back on."</p> <p>The current Physician's Order Sheet for 9/2014 states R8 is Quadriplegic, and has a pressure sore, colostomy and supra-pubic catheter. R8 was identified as interviewable. On 9/11/14 at 9:06am, R8 had a touch pad call light under his chin which he was able to activate by pressure from his chin. R8 stated at this time regarding his call light being on from at least 5:20am to 6:15am, "I need fluids - I don't get enough fluids. Also I was uncovered and I was cold. And I'm supposed to be turned." R8 stated he frequently has to wait "a long time" for response to his call light.</p> <p>The Concern Tracking Log from April 2014 to September 2014 documents 15 comments/concerns related to slow call light response times and assistance. Responses to concerns include inservices and call light audits.</p> <p>The facility Call Light policy dated 12/2009 states the purpose is "To use a light and /or sound system to alert staff to patient needs Answer all call lights in a prompt, calm, courteous manner. All staff, regardless of assignment answer call lights. . . . light should not be turned off until request is met."</p>	F 241			