

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

PRINTED: 04/05/2016
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145636	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 04/01/2016
NAME OF PROVIDER OR SUPPLIER CHARLESTON REHAB & HEALTH CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 716 EIGHTEENTH STREET CHARLESTON, IL 61920		
(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) COMPLETION DATE	
F 000	INITIAL COMMENTS	F 000			
F 241 SS=D	<p>Complaint Investigation #1661650/IL84351</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 observations, interview and record review the facility failed to ensure dignity for two of eight residents (R2 and R4) reviewed for dining on the sample of 11.</p> <p>Findings include:</p> <p>1. R2's Physician Order Sheet (POS) dated March 2016 document the following medical diagnoses: Osteoporosis, Osteoarthritis, Edema, Chronic Pain and Hiatal Hernia. The same POS documents a diet order as follows: Regular with ground meats.</p> <p>R2's Minimum Data Set (MDS) dated 1/6/16 documents R2 requires extensive physical staff assist with hygiene needs.</p> <p>R2's Care Plan dated 1/16/16 documents the following: "Staff to maintain dignity and respect. Come back and address ADL's (activities of daily living), if needed, switch to a different caregiver..."</p> <p>On 3/30/16 at 12:30 pm, while visible to other residents, staff and visitors in the dining room, R2</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>ate a mechanical consistency of turkey, mashed potatoes and mixed vegetables with her fingers. E8, E13 and E16, all three Certified Nursing Assistants (CNA) and E10, Activity Director/ CNA worked in the dining room during lunch. These same staff members did not acknowledge or assist R2, while R2 ate with her fingers.</p> <p>On 4/1/16 at 9:03 am, E8 CNA brought R2 from the dining room, down the hall way, to her room via wheel chair. R2 had oatmeal between her fingers on both hands, her mouth and left cheek. R2 was visible to other residents and staff during transport.</p> <p>On 4/1/16 at 9:05 am, E8 CNA stated "we don't clean (R2's) finger nails, hands or face, she gets her morning care before we come on our shift."</p> <p>On 4/1/16 at 9:10 am, R2 remained in R2's room with oatmeal between her fingers, on her mouth and left cheek. R2 stated "How would it make you feel, I don't like eating with my hands because I get food all over. No one ever helps me in the dining room. They drop my tray and run."</p> <p>On 4/1/16 at 9:35 am E2, Director of Nursing (DON) stated E2's expectations for nursing staff regarding R2's dignity while dining "I think the CNA's know (R2) does not like to be bothered, but they still should have cleaned her up."</p> <p>2. R4's POS dated March 2016 document the following diagnoses: Multiple Sclerosis, Parkinson's Disease, Depression and Anxiety. The same POS documents a diet order as follows: Pureed with honey thick liquids.</p>	F 241			

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F 241	<p>Continued From page 2</p> <p>R4's MDS dated 3/16 /16 documents the following: R4 requires extensive physical staff assist with hygiene needs and dining.</p> <p>R4's Care Plan dated 1/06/16 documents the following "...Self care deficit needs supervision and or assist to complete quality of care.....Provide privacy and dignity."</p> <p>On 4/1/16 at 8:45 am - 8:55 am R4 was visible to other residents and family as they exited the dining room. R4's wheel chair was located just inside the dining room exit door. R4's wheel chair sat in puddles of water that were spread beneath the table. There were applesauce and oatmeal droppings in the water. R4's chest, abdomen and left pant leg were visibly soiled with large amounts of oatmeal and applesauce. E9, Restorative Aide was seated at the table as E9 used her electronic tablet throughout the observation. E9 did not acknowledge R4's presence, assist or engage in conversation with R4.</p> <p>On 4/1/16 at 8:55 am, E9 stated "(R4) has Parkinson's and spills a lot. We don't clean her up until she's finished. Dietary and housekeeping clean up the floor once the dining room is clear."</p> <p>On 4/1/16 at 8:57 am R4 stated "this makes me feel embarrassed and staff do not always help me in the dining room. This is a good day for me, sometimes I spill a lot more then this. The aides don't get me cleaned up until they take me back to my room. It doesn't matter how much I spill they don't offer to help me, so of course it's embarrassing for me."</p> <p>The undated facility admission pamphlet</p>	F 241			

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F 241	Continued From page 3 "Residents' Rights for People in Long Term Care Facilities" documents the following: "The facility must provide services to keep your physical and mental health, and a sense of satisfaction." The undated facility " Job Summary Certified Nurse's Aide" documents "...Provide for the psychosocial needs of the residents..."	F 241			
F 282 SS=D	483.20(k)(3)(ii) SERVICES BY QUALIFIED PERSONS/PER CARE PLAN The services provided or arranged by the facility must be provided by qualified persons in accordance with each resident's written plan of care. This REQUIREMENT is not met as evidenced by: Based on observation, interview and record review the facility failed to provide assistance per plan of care for two of four residents (R2 and R4) reviewed for care plans on the sample of 11. Findings include: 1. R2's Physician Order Sheet (POS) dated March 2016 document the following diagnoses: Osteoporosis, Osteoarthritis, Edema, Chronic Pain and Hiatal Hernia. The same POS documents the following: Regular Diet with mechanical soft meat. R2's Care Plan dated 1/16/16 documents the following "... (R2) currently relies on staff to assist her with ADL's (activities of daily living) to be able to complete them... Assist with hands on feeding if resident is unable or unwilling to complete	F 282			

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F 282	<p>Continued From page 4 task..."</p> <p>On 3/30/16 at 12:30 pm - 12:45 pm, R2 ate a mechanical consistency of turkey, mashed potatoes and mixed vegetables. R2 ate with her fingers. E8, E13 and E16, all three Certified Nursing Assistants (CNA) and E10, Activity Director/ CNA worked in the dining room during lunch. These same staff members did not acknowledge or assist R2, while R2 ate her lunch with her fingers.</p> <p>On 4/1/16 at 9:03 am, E8 CNA brought R2 from the dining room, down the hall way, to her room via wheel chair. R2 had oatmeal between her fingers on both hands, her mouth and left cheek.</p> <p>On 4/1/16 at 9:10 am, R2 stated "...no one ever helps me in there (dining room). They drop my tray and run."</p> <p>2. R4's POS dated March 2016 document the following diagnoses: Multiple Sclerosis, Parkinson's Disease, Depression and Anxiety. The same POS documents a diet order as follows: Pureed with honey thick liquids.</p> <p>R4's Minimum Data Set (MDS) dated 3/16 /16 documents that R4 requires extensive physical staff assist with hygiene needs and dining.</p> <p>R4's Care Plan dated 1/06/16 documents the following "...Self care deficit needs supervision and or assist to complete quality of care...."</p> <p>On 4/1/16 at 8:45 am - 8:55 am R4's wheel chair was located just inside the dining room exit door and sat in puddles of water that spread beneath</p>	F 282			

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F 282	<p>Continued From page 5</p> <p>the table. There was applesauce and oatmeal droppings in the water. R4's chest, abdomen and left pant leg were visibly soiled with large amounts of oatmeal and applesauce. E9, Restorative Aide was seated at the table as E9 used her electronic tablet throughout the observation. E9 did not assist, acknowledge R4's presence, or engage in conversation with R4.</p> <p>On 4/1/16 at 8:55 am, E9 stated "(R4) has Parkinson's and spills a lot. We don't clean her up until she's finished...."</p> <p>On 4/1/16 at 8:57 am R4 stated "...It doesn't matter how much I spill they don't offer to help me so of course it's embarrassing for me."</p> <p>On 4/1/16 at 9:35 am E 2, Director of Nursing (DON) stated her expectations for nursing staff regarding care planned interventions "I expect the CNA's to follow the care plans...."</p> <p>The undated facility policy "Comprehensive Assessment/Care Planning" documents the following "...The results of this resident assessment shall serve as the basis for determining resident need, and subsequently how care shall be planned for each resident....plan of care describing a need/problem, and indicating approaches/interventions to be instituted to assist a resident in maintaining/receiving proper care in relation to the problem..."</p>	F 282			
F 312 SS=D	<p>483.25(a)(3) ADL CARE PROVIDED FOR DEPENDENT RESIDENTS</p> <p>A resident who is unable to carry out activities of daily living receives the necessary services to maintain good nutrition, grooming, and personal</p>	F 312			

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F 312	<p>Continued From page 6 and oral hygiene.</p> <p>This REQUIREMENT is not met as evidenced by: Based on observation, interview and record review the facility failed to provide hygiene and dining assistance to maintain good nutrition and grooming. These failures affected two of nine residents (R2 and R4) reviewed for hygiene and meals on the sample of 11.</p> <p>Findings include:</p> <p>1. R2's Physician Order Sheet (POS) dated March 2016 document the following diagnoses: Osteoporosis, Osteoarthritis, Edema, Chronic Pain and Hiatal Hernia. The same POS documents a diet order as follows: Regular with ground meats, two cal (calorie) supplement, 60 milliliter (ml), three times a day with meals..</p> <p>R2's Minimum Data Set (MDS) dated 1/6/16 documents the following: R2 requires extensive physical staff assist with hygiene needs and supervision with set up assistance when dining. The same MDS documents R2 is at risk for developing pressure ulcers.</p> <p>R2's Care Plan dated 1/16/16 documents the following: ".... Assist (R2)with ADL's (activities of daily living)... as necessary with staff assist of one to two, limited to extensive depending on the situation... Come back and address ADL's if need, switch to a different caregiver... (R2) takes some encouragement to eat, at times and (R2) has been placed at a feeder (assistance) table so staff can give verbal cues to keep eating... Assist</p>	F 312			

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F 312	<p>Continued From page 7</p> <p>(R2) with hands on feeding if (R2) is unable or unwilling to complete task. Offer appropriate subs (substitutes) for foods not eaten...two cal supplement, three times a day, at med (medication) pass, related to weight loss..."</p> <p>R2's Dietary Quarterly Assessment dated 1/13/16 documents R2's average meal intake at lunch is 25 percent - 50 percent.</p> <p>On 3/30/16 at 12:30 pm - 12:45 pm, R2 ate a mechanical consistency of turkey, mashed potatoes and mixed vegetables. R2 ate with her fingers, without verbal cues or physical assistance. E8, E13 and E16, all three Certified Nursing Assistants (CNA) and E10, Activity Director/ CNA worked in the dining room over lunch. These same staff members did not acknowledge or assist R2, while R2 ate with her fingers. R2 ate 25 percent of the meal.</p> <p>On 4/1/16 at 9:03 am, E8 CNA brought R2 from the dining room, down the hall way, to her room via wheel chair. R2 had oatmeal between her fingers on both hands, her mouth and left cheek.</p> <p>On 4/1/16 at 9:05 am, E8 CNA stated "we don't clean (R2's) finger nails, hands or face, she gets her morning care before we come on our shift."</p> <p>On 4/1/16 at 9:10 am, R2 remained in R2's room with oatmeal between her fingers, on her mouth and left cheek. R2 stated "How would it make you feel, I don't like eating with my hands because I get food all over. No one ever helps me in the dining room. They drop my tray and run."</p> <p>On 4/1/16 at 9:35 am E2, Director of Nursing (DON) stated E2's expectations for nursing staff</p>	F 312			

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F 312	<p>Continued From page 8</p> <p>regarding R2's assistance while dining "I think the CNA's know (R2) does not like to be bothered, but they still should have cleaned her up... (R2) is at an assisted resident table and should have been offered assistance."</p> <p>2. R4's POS dated March 2016 document the following diagnoses: Multiple Sclerosis, Parkinson's Disease, Depression and Anxiety. The same POS documents a diet order as follows: Pureed with honey thick liquids.</p> <p>R4's MDS dated 3/16/16 documents the following: R4 requires extensive physical staff assist with hygiene needs and dining. The same MDS documents R4 has one unhealed, Stage II pressure ulcer.</p> <p>R4's Care Plan dated 1/06/16 documents the following "...Self care deficit needs supervision and or assist to complete quality of care...(R4) is high risk for pressure ulcers.....Monitor effectiveness of nutrition therapy through labs."</p> <p>R4's "Speech- Language Pathology Service Report" dated 12/29/15 documents the following: " Dysphagia, Mechanically Altered Diet. Feeding Guidelines, patient (R4) to be seated upright at 90 degrees for all p.o. (by mouth) intake. Alternate liquids and solids. Eat/Feed at a slow rate. Encourage small bites. Observe for signs of aspiration (wet, gurgly vocal quality, watery eyes, runny nose, coughing, increased respirations, facial grimacing, change in lung sounds, temperature spike). Stop feeding and contact nurse if noticed. (R4) must have supervision.</p> <p>R4's laboratory (lab) report dated 1/4/16</p>	F 312			

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F 312	<p>Continued From page 9</p> <p>documents the following: Total Protein level, low, 5.5 gr/dl. The same lab report documents the normal limit range for Total Protein is 6.4 gr/dl - 8.3 gr/dl.</p> <p>On 4/1/16 at 8:45 am - 8:55 am R4 was visible to other residents and visitors as they left the dining room. R4's wheel chair was located just inside the dining room exit door and sat in puddles of water that spread beneath the table. There were applesauce and oatmeal droppings in the water. R4's chest, abdomen and left pant leg were visibly soiled with large amounts of oatmeal and applesauce. E9, Restorative Aide was seated at the table as E9 used her electronic tablet throughout the observation. E9 did not acknowledge R4's presence, assist or engage in conversation with R4.</p> <p>On 4/1/16 at 8:55 am, E9 stated "(R4) has Parkinson's and spills a lot. We don't clean her up until she's finished...."</p> <p>On 4/1/16 at 8:57 am R4 stated "this makes me feel embarrassed and staff do not always help me in the dining room. This is a good day for me sometimes, I spill a lot more then this. The aides don't get me cleaned up until they take me back to my room. It doesn't matter how much I spill they don't offer to help me so of course it's embarrassing for me."</p> <p>On 4/1/16 at 9:35 am E2, stated E2's expectations for nursing staff regarding R4's assistance while dining " (R4) asks for assist then refuses to move to the assist table. It would be great if we had staff to provide one on one with eating.....All our residents should have their needs met ongoing."</p>	F 312			

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F 312	Continued From page 10 The undated facility admission pamphlet "Residents' Rights for People in Long Term Care Facilities" documents the following: "The facility must provide services to keep your physical and mental health, and a sense of satisfaction." The undated facility " Job Summary Certified Nurse's Aide" documents "...Provide for the psychosocial needs of the residents..."	F 312			