

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

PRINTED: 07/01/2015  
FORM APPROVED  
OMB NO. 0938-0391

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION                     |  | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>145953</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING _____<br><br>B. WING _____  |                      | (X3) DATE SURVEY COMPLETED<br><br><b>C</b><br><b>06/11/2015</b> |
| NAME OF PROVIDER OR SUPPLIER<br><br><b>PRAIRIEVIEW LUTHERAN HOME</b> |  |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>P O BOX 4, 403 NORTH FOURTH STREET<br/>DANFORTH, IL 60930</b>       |                      |   |
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| F 000  | INITIAL COMMENTS   | F 000   |   |                      |   |
| F 241<br>SS=D  | <p>Complaint #1563037/IL77762</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:<br/>Based on record review and interview, two facility staff failed to treat and care for residents in a respectful, and dignified manner to prevent resident embarrassment.<br/>This affected two residents (R1, R2) of three reviewed for potential mistreatment in the sample of nine.</p> <p>The findings include:</p> <p>1. R1's Care Plan dated 4/2015 list diagnoses of Multiple Sclerosis (MS), Muscle weakness, Neurogenic Bladder, Anxiety State, Obsessive-Compulsive Disorders, Major Depressive Disorder with Psychotic Behavior, Difficulty walking, and Muscle Spasms.</p> <p>R1's 4/20/15 Minimum Data Set (MDS) documents R1 is cognitively intact, and requires extensive assistance of two staff for bed mobility and transfers, has balance issues moving on and off toilet and from surface to surface.</p> <p>R1's Care Plan dated 3/03/15 states "(R1) has Neurogenic Bladder ..Needs help pulling up pants</p> | F 241   |   |                      |   |

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

TITLE

(X6) DATE

06/26/2015

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>at times." The approaches include "Assist resident with toileting and incontinent care as (R1) will allow. Needs assistance after toileting to pull up underwear/pants PRN (as needed)."</p> <p>On 6/08/15 an Allegation of Abuse Final Summary from the facility was submitted to the Department via facsimile. The report stated on 6/04/15 R1 was transported via the facility van by Van Driver E4 for a psychiatric appointment at 1:00 pm and returned to the facility at 2:00 pm. At approximately 4:00 pm Z5, Psychiatrist reported that E4 had been verbally abusive towards R1 while in their office. The report stated E1, Administrator was immediately notified and E4 was put on administrative leave while the investigation was conducted.</p> <p>The statements from the Mental Health Center staff reported R1 had taken self to the bathroom off the waiting room. Z2 Receptionist stated that E4 was present but did not assist R1. Z2 stated a little while later Z2 overheard E4 telling R1 while in the bathroom that "she should have taken care of this before leaving and this was not her job, That's what those girls are for!" Z2 stated in the report the conversation was overhead by clients in the waiting rooms who appeared uncomfortable and concerned. The report documented when Z4, Mental Health Center Director of Nurses went to get R1 for the appointment Z4 saw that (R1's) shorts and brief were pulled down to R1's knees and R1 was covering up her pubic area with a book she had in her hand. E4 was sitting on the other side of the waiting room. Z4 took R1 to the nurses office and assisted (R1) in pulling pants back up. Z4 stated "The client was clearly distraught and embarrassed."</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 2</p> <p>The report concluded that the allegation was substantiated based on statements from witnesses at the clinic and interviews with E4, and R1. The facility terminated E4's employment.</p> <p>On 6/09/15 at 10:45 am R1 was interviewed about the incident. R1 confirmed that on Thursday (6/4/15) E4 took R1 to the doctors office. R1 stated E4 took R1 to sign in at the window and then left to go turn off the truck. R1 stated "I scooted myself into the restroom, got on the toilet myself, the only problem I have is getting my pants back up. In the past E4 has helped me pull up my pants." R1 stated she has MS (Multiple Sclerosis) and sometimes doesn't have strength in legs and upper body. "My jean shorts were too small and I couldn't get them pulled up over my belly, my fat roll was sticking out and my (incontinence brief) were showing, I kept getting my shorts caught on the toilet seat... I opened the door and stuck my head out to and asked (E4) to give me a hand." R1 stated E4 told R1 since "I never told (E4) that I was going to the bathroom and I went on my own then I can do it for myself." R1 stated "(E4) would not help pull up my pants." R1 tried to get the pants up per self the best R1 could then R1 got a puzzle book out of R1's bag and " I put it on my lap to cover myself." R1 stated there were a lot of people in the waiting room. R1 stated "I was very nervous I kept my lap covered and my elbows in next to me." R1 stated "I thought it was dumb, (E4) had never done that before, what did I do to deserve that? There was a whole office full of people and she was saying loudly that I should be able to do it myself." R1 denied that her pubic area was exposed.</p> <p>E4 was interviewed by telephone on 6/09/15 at</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 3</p> <p>10:00 am. E4 confirmed that she had taken R1 up to the window like always and then went out to turn off the van. E4 stated "when I came back (R1) wasn't in the waiting room" and she found out that R1 gone into the bathroom by herself. E4 stated "(R1) opened the bathroom door and and leaned way over in the wheelchair and asked me if I would help (R1)". E4 stated she went in and wheeled the resident out , E4 could see R1's waist skin hanging out and instructed R1 to sit back. E4 confirmed she did not help R1 pull up her pants, E4 denied that R1's pants were low enough to expose her private areas. E4 stated that she is a driver and is not a Certified Nurse Aide, E4 had R1 sit back in her wheelchair and E4 stated thought R1 looked alright when she brought R1 out.</p> <p>Z4 confirmed during interview on 6/09/15 at 10:30 am that when she went to the waiting room to get R1 she saw that R1's pants and brief pushed down to R1's knees and R1 had a book covering R1's private area. Z4 stated she quickly removed R1 from the waiting room and helped R1 with the pants. Z4 stated "(R1) was upset and humiliated."</p> <p>2. On 6/06/15 at 10:26 am the State Survey and Certification Agency received an initial report via facsimile for an abuse allegation involving R1 and Administrator E1. The report stated that R1 reported to E3, Abuse Prevention Coordinator and E2, Director of Nurses that E1 Administrator stopped R1 in the hall and congratulated R1 on getting an employee fired. R1 used profanity and E7 Activity staff assisted R1 to R1's bedroom.</p> <p>The report documented Z5 the physician, and Power of Attorney, were notified. E1 was removed from resident contact and an</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 4 investigation was started.</p> <p>On 6/09/15 at 8:30 am E2 confirmed that the facility had received an allegation of abuse from Z3 Beautician involving a witnessed incident involving R1 and E1. E2 stated that it was reported that R1 was having a conversation with Z3 in the doorway of the beauty shop when E1 walked by and made a comment to R1. R1 stated at that time that E1 had said something to her about E4 (Van Driver) being fired. E1 came back over to the resident a few minutes later in the hallway and said something to R1 again in the hallway and R1 reacted to the comment by cursing profanities at E1. E2 stated E1 left shortly after that to go shopping and E1 and E2 talked with R1 who made an allegation that E1 blamed R1 for getting E4 fired. R1 felt it was wrong and wanted the situation reported. E2 stated because of the situation being an accusation against their boss (E1), they contacted Z10, President of the Board of Directors to inform Z10 about the situation and that they would be reporting to the State and would be investigating. E2 stated E1 was notified by telephone that there was an allegation and E1 would be on administrative leave during the investigation. E1 provided a statement during the investigation on 6/08/15 to Z10, E2 and Abuse Coordinator E3. E2, E3 and Z10 discussed the situation and it was determined that E1's statement was an inappropriate comment in a public area, but not resident abuse. E2 stated E1 was no longer on administrative leave and would be returning to work on 6-9-15.</p> <p>E1's statement interview dated 6/08/15 documented "(E1) admitted that she said to (R1) "Now there is something for you to talk about at</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 5</p> <p>lunch, the demise of (E4)." (E1) stated she "shouldn't have said it but that her frustration level was very high from watching (R1) terrorize the staff." E1 stated she leaned down to R1 so that others couldn't hear.</p> <p>The facility interview with R1 dated 6/05/15 documents R1 said " (E1) acts so high and mighty I want this reported. I feel she is totally wrong sticking her face in mine and saying that I got (E4) fired."</p> <p>On 6/09/15 at 11:20 am R1 stated that "(E1) doesn't like me..(E1) has called me on the carpet before about cussing around older residents". R1 stated "(E1) wants me out of here and she has the power to get rid of me." R1 stated "I was sitting in the doorway of the beauty shop when (E1) walked past and said something just loud enough for me to hear something about getting (E4) fired. (E1) stated I turned toward (Z3) and asked (Z3) if she heard that and told (Z3) what had happened the day before at the Doctors office with (E4). R1 stated "I was in the hallway when (E1) comes back through the double doors and gets in front of me and says "Congratulations you just got (E4) fired!" R1 stated " I stated "What the F.... did you say? Your are the epitomy of a witch! A complete Witch!" R1 stated everyone came around me and (E7, Activity staff) took me back to my room. "I don't know what the other people heard, but it was out in the hall by the dining room!" E1 stated "I couldn't believe she fired (E4) for what happened between me and (E4) I thought (E4) should be given another chance.." R1 stated " I did not report (E4) someone else had and they asked me about it... When you get accused of getting someone fired it its hard to talk about!" R1 was visibly upset.</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 6</p> <p>Administrator E1 stated on 6/09/15 at 12:10 am "I try to have no interaction with (R1) because when I approach (R1) calls me names..." E1 stated "(R1) is a great story teller, the residents are afraid of (R1), the staff is afraid of (R1) and (R1) does not like authority figures." E1 stated (R1) has a lot of falls and is non compliant with self transfers so we assign two people for care and three for (mechanical lift) transfers and (R1) blames me for those interventions. E1 stated "I guarantee (what happened between R1 and E4) was manipulative because (R1) doesn't like to go to the doctors office. E1 confirmed during interview at that time that E1 did lean over to R1 and state "Now you have something to talk about, the demise of (E4)!" E1 stated they were "in the middle of the hallway and (R1) got upset and called me an F....Witch." E1 stated "I shouldn't have said that to her in the hallway." E1 stated "I didn't mean any malice or contempt I wanted to show (R1) how her actions can have an affect on people. ..I wasn't blaming (R1) for (E4) being fired, (E4) made a bad decision, I think due to (R1) and (E4)'s special relationship (R1) manipulated (E4). (E4) went to the van and (R1) knows not to transfer self, but did." E4 did acknowledge that R1 had not reported the incident to the facility ,the hospital did.</p> <p>Housekeeper, E8 confirmed on 6/09/15 at 2:45 pm that E8 was talking to R1 in the hallway when E1 came up to R1 making a face, E1 bent down and said something to R1 about "Why don't you go tell people you got (E4) fired." E8 said "I was in shock I was taught not to talk to people like that!" E8 stated R1 leaned over and cried and said "F...You" to E1.</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 7</p> <p>Z3 confirmed on 6/10/15 at 11:30 pm that she witnessed R1's reaction to something that E1 had said at the beauty shop door but did not hear what was said. R1 told Z3 it was something about E4 getting fired. Z3 stated a few minutes later she heard swearing and ran out to see R1 and E1 in the hallway, E1 pointed her finger at R1 then pointed to E7 and stated "Get (R1) out of here and take (R1) to her room!"</p> <p>E7 stated stated on 6/11/15 at 10:05 am that she heard the yelling and came around and heard R1 yelling. R1 kept saying E1 had said (E4) had gotten fired because of R1. E7 stated she tried to calm R1 down and took her back to R1's room. E7 stated right afterward E7 went outside to have a cigarette and E1 was also outside and stated to E7, "Did you see how close (R1) was to me? I was wishing she would punch me and I would take one for the team." E1 stated she hadn't initially reported that comment because she didn't think it was important but after E7 thought about it she reported the information to E3 on 6-11-15.</p> <p>E2 stated on 6/10/15 at 3:00 pm "Making a statement to the resident was like dangling a carrot in front of a horses nose..you know it would cause a reaction. Why would you say that? This is a Christian facility and (E1) shouldn't have said that."</p> <p>3. R2's quarterly MDS dated 5/02/15 documents R2 is cognitively intact with no mood or behavioral issues.</p> <p>On 6/10/15 at 10:30 am R2 stated "I put a complaint in this morning to E2, (Director of Nursing) and E3, (Abuse Coordinator) about the Administrator (E1)" not treating me very</p> | F 241   |   |                      |   |

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| F 241  | <p>Continued From page 8</p> <p>respectfully. I should have reported when it happened, but I didn't. It's not a nursing home anymore it's like a prison!"</p> <p>R2 talked about two incidents that had occurred some time ago where E1 had called R2 out of the dining room to E1's office. R2 said the first time, E1 sent someone to take R2 out of the dining room to go to the office. E1 questioned R2 about someone overhearing part of a conversation R2 was having and stated R2 had said she had been abused." R2 stated "I told (E1) I never said that and (E1) stated "Well you are the only (R2's name) that lives here, like she didn't believe me". R2 stated "(E1) does these things when the place is full of people! The second time was at breakfast in the dining room. (E1) walked up to my table and tapped her finger on the table and said loudly You and I are going to have a talk!" R2 stated "I didn't go talk to her my son said that I don't have to talk to her without him. That was embarrassing both times in the middle of the dining room. I lost two nights sleep over it and I should have reported it but I told my son. She's a Hitler! The help is afraid of her..I feel responsible for this place and I think she mentally abuses people and runs the place like a prison."</p> <p>E3 Abuse Prevention Coordinator confirmed on 6/10/15 at 11:50 am that E1 had asked E3 to bring R2 from the dining room to the office and R2 was very offended about it. E3 stated she apologized to R2 and told her she was doing what E1 had asked. E3 was present during the interview between E1 and R2 and stated that nothing inappropriate had been said but R2 felt E1 did not believe R2. E3 knew nothing about the second incident with the table tapping.</p> | F 241   |   |                      |   |

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>PRAIRIEVIEW LUTHERAN HOME</b> |   |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>P O BOX 4, 403 NORTH FOURTH STREET<br/>DANFORTH, IL 60930</b>       |                      |   |
| (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 241  | Continued From page 9<br>On 6/10/15 at 4:00 pm Z8 family stated R2 has expressed her concern to him about E1 ordering her twice to the office. Z8 had spoken to E1 about not calling R2 down to the office "like a little kid" in R2's words. Z8 stated this occurred approximately a year to a year and a half ago. Z8 told E1 if there is a concern to send someone else to talk to R2 in R2's room. Z8 stated R2 is intimidated by E1. Z8 stated he personally has not witnessed E1 act that way, but knows that this has been bothering R2. Z8 stated " (E1) intimidates everyone." | F 241   |   |                      |   |