

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

PRINTED: 08/16/2016  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>145734</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>08/11/2016</b>
NAME OF PROVIDER OR SUPPLIER  <b>VILLA AT EVERGREEN PARK,THE</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>10124 SOUTH KEDZIE</b> <b>EVERGREEN PARK, IL 60805</b>		
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F 000	INITIAL COMMENTS	F 000			
F 154 SS=D	<p>Complaint Investigation</p> <p>1694231/IL87321 - No Deficiencies 1694345/IL87442 - F154, F241, F250</p> <p>483.10(b)(3), 483.10(d)(2) INFORMED OF HEALTH STATUS, CARE, &amp; TREATMENTS</p> <p>The resident has the right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or her medical condition.</p> <p>The resident has the right to be fully informed in advance about care and treatment and of any changes in that care or treatment that may affect the resident's well-being.</p> <p>This REQUIREMENT is not met as evidenced by: Based on interview and record review the facility failed to obtain consent prior to cutting hair of one of four residents (R2) in the sample.</p> <p>Findings include:</p> <p>On 7/31/16, the following grievance was filed on behalf of R2; Son upset that his mother's hair was cut without consent from him or the patient. Resolution: Staff educated on grooming of residents. Hair can only be cut with consent of resident and/or family.</p> <p>On 8/4/16 at 10:29pm, surveyor inquired about R2's hair. E1 (Administrator) stated the back of the hair was like a large long piece of matted hair that contained mud or dirt. It was tangled and</p>	F 154			

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 154	<p>Continued From page 1</p> <p>different parts were clumped together that in no way looked like a dreadlock just a large piece of hair about 8 inches in length and 5 inches in width. According to E3 (Nurse Supervisor) the family member was upset that her hair was cut, the resident was ok with it. She had 2 strings of hair on the back of her head the CNA (Certified Nursing Assistant) cut it off. We did give her a suspension day.</p> <p>On 8/4/16 at 10:48am, E4 (CNA) stated that R2's hair was all matty. The gown got stuck in her hair and was pulling. Her hair was hanging by only 3 thin strands. It was full of dust, matty and dirty like she was sleeping on the ground. Honestly I thought she was a homeless lady. I got my co-worker E5 (CNA) who is African American because she did not feel comfortable with me touching her hair. (E5) said what am I gonna do with it, I can't brush it. We decided to cut it. The resident said it was ok after she cut it.</p> <p>On 8/4/16 at 1:05pm, R2 stated my hair was down to here (pointing to her bicep) when I came. I woke up and it was gone. I wish they would have asked me, but that's what happened. Surveyor inquired who cut her hair R2 replied somebody in here. When I came here I had all my hair. I don't know. I don't know why they did it, it's my hair. My son asked me what happened to my hair. I was asleep when they cut it. That's what happened. I had 3 or 4 people ask me what happened .I told them I don't know what happened .I was asleep. R2 was adamant that she did not give staff permission to cut her hair.</p> <p>On 8/4/16 at 1:10pm, surveyor inquired about R2's haircut from E2 (Director of Nursing). E2 responded "I did an education with (E4) that</p>	F 154			

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F 154	Continued From page 2 before you do anything with the patient you have to ask permission. She said she didn't ask. She said it was for patient safety. I gave her a one day suspension."  On 8/8/16 at 10:02am, surveyor inquired about R2's hair E7 (Licensed Practical Nurse) stated "When I admitted her, her son said he did not want her hair cut. He made that clear."  The facility resident rights policy and procedure (October 2009) includes but not limited to: Employees shall treat all residents with kindness, respect, and dignity. Residents are entitled to exercise their rights and privileges to the fullest extent possible.	F 154			
F 241 SS=G	483.15(a) DIGNITY AND RESPECT OF INDIVIDUALITY  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.  This REQUIREMENT is not met as evidenced by: Based on interview and record review the facility failed to allow a resident to wear his or her hair in a manner of choice. This applies to one of four residents (R2) reviewed for resident's right in a sample of four. As a result, R2 became emotionally upset, displayed aggressive behaviors and the resident's family member (Z4) provided support to resolve the problem.  Findings include:	F 241			

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F 241	<p>Continued From page 3</p> <p>According to a face sheet R2, a ninety-one year old resident, admitted to the facility for a short term stay on 7/28/2016. R2's "Admission Summary" progress note dated 7/29/2016 at 00:42 hours documented: Pt (patient) is stable and alert &amp; oriented times three.</p> <p>On 8/04/2016 at 10:29pm, E1 (administrator) reported E3 (Nurse Supervisor) stated the family member of R2 was upset that her hair was cut, the resident was ok with it.</p> <p>On 8/04/2016 at 10:48am, E4 (CNA) stated R2's hair was all matty. I got my co-worker E5 (CNA) who is African American because she did not feel comfortable with me touching her hair. (E5) said what am I gonna do with it, I can't brush it. We decided to cut it. The resident said it was ok after she cut it.</p> <p>On 8/4/16 at 1:05pm, R2 stated my hair was down to here (pointing to her bicep) when I came. I woke up and it was gone. I wish they would have asked me, but that's what happened. Surveyor inquired who cut her hair R2 replied somebody in here. When I came here I had all my hair. I don't know. I don't know why they did it, it's my hair. My son asked me what happened to my hair I was asleep when they cut it. That's what happened. I had 3 or 4 people ask me what happened I told them I don't know what happened I was asleep. R2 was adamant that she did not give staff permission to cut her hair.</p> <p>On 8/08/2016 at 10:02am, surveyor inquired about R2's hair E7 (Licensed Practical Nurse) stated "When I admitted her, her son said he did not want her hair cut. He made that clear."</p>	F 241			

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F 241	Continued From page 4 On 8/10/2016 Z1 (R2's family member) reported he made it known on 7/28/16 to E7 (nurse) his mother (R2's) hair should not be cut. Z1 stated, he received a call from a social worker (E6) discussing the condition of R2's hair and possibly cutting it. Z1 told E6 under no circumstance to cut his mother hair. Z1 stated, he came to the facility on the Sunday (7/31/16) to find R2's hair was off. Z1 reported his mother was very upset. One of his other brother had to come and stay with my mother one night.  R2's "Health Status" progress notes dated 8/01/2016 at 19:26 hours documented: Resident became increasingly verbally aggressive and unable to be redirected from believing staff were intruders in her home. Resident son (Z4) informed of the above behavior and was unable to deescalate the resident over the phone. Z4 came to the facility to provide 1:1 supervision until the resident fell asleep. Z3 (attending physician) updated on resident's condition and new order received for Xanax, Melatonin, and psych evaluation.  On 8/11/2016 at 10:08am, R2 was interviewed about the cutting of her hair and how she felt about the situation. R2 stated, it hurt me so bad. They couldn't hurt me any more. I just have to get use to not having hair back there. I just want to go home. It took me a long time to grow my hair.	F 241			
F 250 SS=D	483.15(g)(1) PROVISION OF MEDICALLY RELATED SOCIAL SERVICE  The facility must provide medically-related social services to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident.	F 250			

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F 250	Continued From page 5  This REQUIREMENT is not met as evidenced by: Based on record review and interview the facility failed to assess the need for and provide psychosocial interventions for a resident upset due to a loss. This applies to one of one residents (R2) displaying aggressive behavior after an unwanted hair cut by facility's staff, in a sample of four.  Findings include:  According to a face sheet R2, a ninety-one year old resident ,was admitted to the facility for a short term stay on 7/28/2016. R2's Admission Summary progress note dated 7/29/2016 at 00:42 hours documented: Pt (patient) is stable and alert & orient times three.  On 8/04/2016 at 10:48am, E4 (CNA) stated R2's hair was all matty. I got my co-worker E5 (CNA) who is African American because she did not feel comfortable with me touching her hair. (E5) said what am I gonna do with it, I can't brush it. We decided to cut it. The resident said it was ok after she cut it.  On 8/4/16 at 1:05pm, R2 stated my hair was down to here (pointing to her bicep) when I came. I woke up and it was gone. I wish they would have asked me, but that's what happened. Surveyor inquired who cut her hair R2 replied somebody in here. When I came here I had all my hair. I don't know. I don't know why they did it, it's my hair. My son asked me what happened to my hair I was asleep when they cut it. That's	F 250			

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F 250	<p>Continued From page 6</p> <p>what happened. I had 3 or 4 people ask me what happened I told them I don't know what happened I was asleep. R2 was adamant that she did not give staff permission to cut her hair.</p> <p>On 8/08/2016 at 10:02am, surveyor inquired about R2's hair E7 (Licensed Practical Nurse) stated "When I admitted her, her son said he did not want her hair cut. He made that clear."</p> <p>On 8/10/2016 Z1 (R2's family member) reported he made it known on 7/28/16 to E7 (nurse) his mother (R2's) hair should not be cut. Z1 stated, he received a call from a social worker (E6) discussing the condition of R2's hair and possibly cutting it. Z1 told E6 under no circumstance to cut his mother hair.</p> <p>Z1 stated, he came to the facility on the Sunday (7/31/16) to find R2's hair was off. Z1 reported his mother was very upset. One of his other brother had to come and stay with my mother one night.</p> <p>R2's "Health Status" progress notes dated 8/01/2016 at 19:26 hours documented: Resident became increasingly verbally aggressive and unable to be redirected from believing staff were intruders in her home. Resident son (Z4) informed of the above behavior and was unable to deescalate the resident over the phone. Z4 came to the facility to provide 1:1 supervision until the resident fell asleep. Z3 (attending physician) updated on resident's condition and new order received for Xanax, Melatonin, and psych evaluation.</p> <p>The surveyor found no evidence of the Xanax medication (usually used to treat anxiety) was given to R2. There was no progress note documentation of how the facility staff assessed</p>	F 250			

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F 250	<p>Continued From page 7</p> <p>the resident's condition and possible counseling for R2 after displaying the negative behavior. R2's immediate need care plan with an initial date of 7/29/2016 did not address any negative behavior nor R2's family request not to cut the resident's hair.</p> <p>On 8/11/2016 at 10:08am, R2 was interviewed about the cutting of her hair and how she felt about the situation. R2 stated, it hurt me so bad. They couldn't hurt me any more. I just have to get use to not having hair back there. I just want to go home. It took me a long time to grow my hair.</p> <p>On 8/11/2016 at 10:06am, E16 (social service director) reported neither she nor her staff were told about the incident involving R2 on 8/01/2016 after the resident's hair was cut.</p> <p>On 8/11/2016 at 12:59pm, Z3 (attending physician) reported the staff reported to him (on 8/01/2016), R2 was not herself She was agitated. He could not recall if they gave R2 the medication.</p> <p>On 8/11/2016 E2 reported to the surveyor R2's psych evaluation was not completed. E2 stated the psychiatrist only visits the facility weekly and was due on Friday 8/12/2016. However, by the time of the daily status at 2:30pm, E1 (administrator) informed the surveyor the psychiatrist was in the building.</p>	F 250			