

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

PRINTED: 07/17/2006  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>145607</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>06/08/2006</b>
NAME OF PROVIDER OR SUPPLIER  <b>MANORCARE AT PALOS HEIGHTS</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>7850 WEST COLLEGE DRIVE PALOS HEIGHTS, IL 60463</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 000	INITIAL COMMENTS  Complaint Investigation 0691798 / IL22582  No extended survey was conducted.	F 000			
F 224 SS=G	483.13(c) STAFF TREATMENT OF RESIDENTS  The facility must develop and implement written policies and procedures that prohibit mistreatment, neglect, and abuse of residents and misappropriation of resident property.  This REQUIREMENT is not met as evidenced by :  Based on closed records reviews and interviews, the facility:  1. Delayed medical treatment for 4 days for one resident (R1) who was experiencing tachycardia, hypotension, increase confusion, fever, and had abnormal lab results (increase white cell count, indication of n infection; and decrease red cell count, indication of decrease blood circulation in the body). As a result R1 was transferred to an acute care hospital with the diagnosis of bi-lateral pleural effusions, loculated associated atelectatic changes, nosocomial pneumonia and fecal impaction. R1 received a blood transfusion to treatment the her abnormal lab results along with antibiotic therapy.  2. Failed to provide appropriate medical, nursing, and dietary treatments for R1 who developed an stage III pressure sore for 2 weeks and as a result was hospitalized for a extensive debridement and treatment for infections.	F 224			

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 224	<p>Continued From page 1</p> <p>Findings Include:</p> <p>1. Review of R1's close records, R1 is a 85 year old female admitted to the facility on 10-29-05 with the diagnosis which includes dementia, bilateral hip replacement, hypertension, cerebral infarct, and a history of a heart attack.</p> <p>Nursing notes dated 11-4-05 shows R1 is clammy and hard to arouse. Responding to touch but not responding verbally and her blood pressure is 74/41. Physician orders dated 11-4-05 shows to start hospice. Nursing notes dated 11-5-05 shows R1's blood pressure is 86/57 and responding to painful stimuli.... Physician orders dated 11-6-05 is to bolus 500cc of fluid interavenous at 4:50PM for treatment of an abnormal blood pressure. According to nursing notes R1's interavenous fluids were not administered until 11-7-05 at 2:00PM (22 hours later). Physician orders dated 11-7-05 shows hospice on hold a this time per family request.... Nursing notes dated 11-8-05 shows R1 is unable to verbalize her needs and moans at times.... Nursing notes dated 11-10-05 shows R1's family member refuse to sign a Do Not Resuscitation form.</p> <p>Lab result dated 11-8-05 shows R1's white blood count is 14.8 high (norm 4.8 to 10.8), hemoglobin is 9.1 low (norm is 12.0 to 16.0), hematocrit is 27.1 low (norm is 37.0 to 47.0), platelet count 494 high (norm 150 to 450). According to the clinical records all of these abnormal results were communicated to Z2 (attending physician) and he gave no orders.</p>	F 224			

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F 224	<p>Continued From page 2</p> <p>Interview with Z2 on 5-17-06 at 2:15PM, Z2 told surveyor he held aggressive medical treatments because he was expecting the family to agree with him about putting R1 on hospice. Z2 was fully aware that R1's family members rejected hospice on 11-7-05 and refused to sign the Do Not Resuscitation orders on 11-10-05. On 11-12-05 Z2 transfered R1 out to an acute care hospital at the request of the family.</p> <p>Phone interview with E9 or E10 (both staff nurses ) on 5-18-06, both E9 and E10 did not remember R1. E9 and E10 reviewed the clinical records by request of E1 (Director of Nursing), and they still did not remember taking care of R1.</p> <p>R1 was transfer to a local acute care hospital and treated for several infections, nosocomial pneumonia, infection of a stage IV pressure sore, and fecal impaction. R1's blood levels returned to normal after her blood transfusion, and her pleural effusion was treated along with antibiotic therapy.</p> <p>2). R1 entered the facility on 10-29-05 with multiple pressure sores. On the nursing admission evaluation for skin, it shows R1 had 1 pressure sore on her right foot, 1 on her right ankle, 1 on her left heel, and another on the sacrum. The pressure sores on the lower extremities are assessed as stage I. The pressure sore on R1's sacrum has no staging.</p> <p>Another initial skin assessment dated the same day shows R1 had a stage III sacrum pressure sore, loss of subcutaneous tissue, reddened area</p>	F 224			

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F 224	<p>Continued From page 3</p> <p>and maceration of skin (skin softening related to fluid). Another assessment dated 11-3-05 states R1's sacrum pressure sore is a stage III the size is 7cm x 8cm, serosanguineous drainage (thin red draining fluid), necrosis,(eschar), black tissue in the wound and maceration.</p> <p>According to the physician orders the only treatment that was ordered and implemented was an extra protect cream. This is used for the protection from urine and feces for incontinent residents.</p> <p>A phone interview with Z1 (manufacture company of this protective cream) on 5-17-06, Z1 told surveyor under no circumstances is this protect cream to be used on any open wounds. This cream is not suppose to be used on any open skin. This cream will not medically treat or protect an open wound.</p> <p>Interview with E7 (registered dietician) on 5-17-06, E7 told surveyor there are no dietary assessments of R1's stage III pressure sore because it was not documented in the chart as a stage III--it was documented as the stage one. E 7 further went on to say if she would have known about R1's stage III pressure sore, she would have increased her protein intake to meet the needs of her healing process.</p> <p>A phone interview with Z2 (attending physician) on 5-18-06, Z2 told surveyor he ordered a protective ointment because of incontinence. Z2 also told surveyor he did know about R1's multiple pressure sores but could not remember what he ordered for the medical treatment.</p>	F 224			

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F 224	Continued From page 4 According to the an acute care hospital records, R1 was transferred to the hospital with a stage IV infected sacral pressure sore on 11-12-05.  Review of hospital records dated 11-13-05 by Z3 ( wound physician at hospital) Z3 goes on to state the following: Upon review of the nursing home records, we are not able to determine the specific care plan in place for the current ulcers. This report further goes on to say R1's sacral wound is currently infected, frank pus can be expressed from this area in several place, filled with necrotic tissue, several places the eschar has opened and has boggy area underneath it. Z3 further went on to say that there is an extension and undermining toward the caudal region on the right side. There are several microabscesses in the caudal region. This report also states the R1's has a low probability of healing in her lifetime so comfort measures/palliative approach is the most optimum plan.  Phone interview with Z2 on 6-8-06 at 10:30AM., Z2 told surveyor that R1 was admitted to the facility with only a stage I pressure sore, and this is probably why the topical ointment was ordered and never changed. Z2 further went on to say he went back to the hospital records prior to admission to the facility, and he was sure that R1 only had a stage one pressure sore. Z2 also goes on to say that he could not remember if the facility told him or not of the change in R1's pressure sore.	F 224			
F 309 SS=G	483.25 QUALITY OF CARE  Each resident must receive and the facility must provide the necessary care and services to attain	F 309			

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F 309	<p>Continued From page 5 or maintain the highest practicable physical, mental, and psychosocial well-being, in accordance with the comprehensive assessment and plan of care.</p> <p>This REQUIREMENT is not met as evidenced by :</p> <p>Based on closed records reviews and interviews, the facility failed to implement medical treatment for one resident in a timely manner (R1) who was experiencing tachycardia, hypotension, increase confusion, fever, and had abnormal lab results for 4 days (increase white cell count, indication of an infection; and decrease red cell count, indication of decrease blood circulation in the body). As a result R1 was transferred to an acute care hospital with the diagnosis of bi-lateral pleural effusions, loculated associated atelectatic changes, nosocomial pneumonia, and fecal impaction. R1 received a blood transfusion to treat her abnormal lab results along with antibiotic therapy.</p> <p>Findings include:</p> <p>Review of R1's closed records, R1 is a 85 year old female admitted to the facility on 10-29-05 with the diagnosis which includes dementia, bi-lateral hip replacement, hypertension, cerebral infarct, and a history of a heart attack.</p> <p>Nursing notes dated 11-4-05 show R1 is clammy and hard to arouse, responding to touch but not responding verbally, and her blood pressure is 74 /41. Physician orders dated 11-4-05 show R1 is to start hospice. Nursing notes dated 11-5-05</p>	F 309			

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F 309	<p>Continued From page 6</p> <p>show blood pressure 86/57, and responding to painful stimuli.... Physician orders dated 11-6-05 to bolus 500cc of intervenous fluids at 4:50PM. According to nursing notes R1's intervenous fluids were not administered until 11-7-05 at 2:00 PM (22 hours later). Physician orders dated 11-7-05 hospice was on hold a this time per family request.....Nursing notes dated 11-8-05 shows R 1 is unable to verbalize her needs and moans at times.... Nursing notes dated 11-10-05 show R1's family member refused to sign a Do Not Resuscitation form.</p> <p>Lab result dated 11-8-05 shows R1's white blood count is 14.8 (norm 4.8 to 10.8); hemoglobin is 9.1 (norm is 12.0 to 16.0); hematocrit is 27.1 (norm is 37.0 to 47.0); platelet count 494 (norm 150 to 450). According to the clinical records all of these abnormal results were communicated to Z2 (attending physician), and he gave no orders.</p> <p>Interview with Z2 on 5-17-06 at 2:15PM, Z2 told surveyor he held aggressive medical treatments because he was expecting the family to agree with him about putting R1 on hospice. Z2 was fully aware that R1's family members rejected hospice on 11-7-05 and refused to sign the Do Not Resuscitation orders on 11-10-05. On 11-12-05 Z2 transfered R1 out to an acute care hospital at the request of the family--a 4 day delay.</p> <p>Phone interview with E9 or E10 (both staff nurses ) on 5-18-06, both E9 and E10 did not remember R1. E9 and E10 reviewed the clinical records by request of E1 (Director of Nursing), and they still did not remember taking care of R1.</p>	F 309			

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F 309	Continued From page 7 R1 was transferred to an local acute care hospital and treated for several infections, nosocomial pneumonia, infection of a stage IV pressure sore, and fecal impaction. R1's blood levels returned to normal after her blood transfusion, and her pleural effusion was treated along with antibiotic therapy.	F 309			
F 314 SS=G	483.25(c) PRESSURE SORES  Based on the comprehensive assessment of a resident, the facility must ensure that a resident who enters the facility without pressure sores does not develop pressure sores unless the individual's clinical condition demonstrates that they were unavoidable; and a resident having pressure sores receives necessary treatment and services to promote healing, prevent infection and prevent new sores from developing.  This REQUIREMENT is not met as evidenced by :  Based on closed record reviews and interviews, the facility failed to provide appropriate medical and dietary treatments for one resident (R1) with a stage IV sacral pressure sore that was identified by the facility upon admission. R1 was transferred to an acute hospital with a stage IV pressure sore infected with undermining which had developed a caudal region (tail- like structure ) which extended 3 to 4cm's in addition to the wound itself, pus-filled and necrotic tissue.  Findings Include:  Review of R1's closed clinical records shows R1 is an 85 year old female admitted to the facility on	F 314			

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F 314	<p>Continued From page 8</p> <p>10-29-05 with the diagnosis which includes dementia, multiple pressure sores, left cerebral infarct, hypertension, coronary artery by-pass graft</p> <p>R1 entered the facility on 10-29-05 with multiple pressure sores. On the nursing admission evaluation for skin, it shows R1 had 1 pressure sore on her right foot, 1 on her right ankle, 1 on her left heel, and another on the sacrum. The pressure sores on the lower extremities are assessed as stage I. The pressure sore on R1's sacrum has no staging. It just reveals that a pressure sore is present on her sacrum. Another initial skin assessment dated the same day shows R1 had a stage III sacrum pressure sore, loss of subcutaneous tissue, reddened area and maceration of skin (skin softening related to fluid ). Another assessment dated 11-3-05 states R1 's sacrum pressure sore is a stage II, the size is 7 cm x 8cm, serosanguineous drainage(thin red draining fluid), necrosis (eschar) black tissue in the wound, and maceration.</p> <p>According to the physician orders the only treatment that was implemented was an extra protect cream. This is used for protection from urine and feces for an incontinent resident.</p> <p>A phone interview with Z1 (manufacture company of this protective cream) on 5-17-06, Z1 told surveyor under no circumstances is this protect cream to be use on any open wounds. This cream will not medically treat or protect an open wound.</p> <p>Interview with E7 (registered dietician) on 5-17-06, E7 told surveyor there are no dietary</p>	F 314			

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F 314	<p>Continued From page 9</p> <p>assessments of R1's stage III pressure sore because it was not documented in the chart as a stage III--it was documented as stage one. E7 further went on to say if she would have known about R1's stage III pressure sore, she would have increased her protein intake to meet the needs of her healing process.</p> <p>A phone interview with Z2 (attending physician) on 5-18-06, Z2 told surveyor he ordered a protective ointment because of incontinence. Z2 also told surveyor he did know about R1's multiple pressure sores but could not remember what he ordered for the medical treatment.</p> <p>According to the an acute care hospital records, R1 was transferred to the hospital with a stage IV infected sacral pressure sore on 11-12-05.</p> <p>Review of hospital records dated 11-13-05 by Z3 ( wound physician at hospital), Z3 goes on to state the following: Upon review of the nursing home records, we are not able to determine the specific care plan in place for the current ulcers. This report further goes on to say R1's sacral wound is currently infected, frank pus can be expressed from this area in several places, filled with necrotic tissue, several places the eschar has opened and has boggy area underneath it. Z3 further went on to say that there is an extension and undermining toward the caudal region on the right side. There are several microabscesses in the caudal region. This report also states the R1's has a low probability of healing in her lifetime, so comfort measures/palliative approaches are the most optimum plan.</p>	F 314			

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F 314	Continued From page 10 Phone interview with Z2 on 6-8-06 at 10:30AM, Z 2 told surveyor that R1 was admitted to the facility with only a stage I pressure sore, and this is probably why the topical ointment was ordered and never changed. Z2 further went on to say he went back to the hospital records prior to admission to the facility, and he was sure that R1 only had a stage one pressure sore. Z2 also goes on to say that he could not remember if the facility told him or not of the change in R1's pressure sore.	F 314			