

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

PRINTED: 08/01/2006  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>14G129</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>C</b> <b>03/27/2006</b>
NAME OF PROVIDER OR SUPPLIER  <b>COLONIAL PLAZA</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>618 WEST GOODNER NASHVILLE, IL 62263</b>		
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W 331	Continued From page 11  reports a BM, let Z4 (nurse at workshop) know." E1 said she planned to discuss with Z3 on 3/16/06 how the workshop would communicate R3's bowel movement information to the facility. On 3/16/06 E1 placed an "Action Alert" in the facility's staff book stating, "when the workshop calls in the afternoon, the facility staff are to document the information in the shift book." E1 said the workshop had not been communicating R3's bowel movements to the facility prior to 3/16/06.	W 331			
W9999	FINAL OBSERVATIONS LICENSURE REPEAT TYPE "A" VIOLATION  350.1210b) 350.1230b)2)3)5)6)7) 350,1230c) 350.1230d)1)2)3) 350.1230e) 350.1230f) 350.1230g) 350.1430a)1)2) 350.3240a)  Section 350.1210 Health Services	W9999			

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W9999	Continued From page 12  The facility shall provide all services necessary to maintain each resident in good physical health. These services include, but are not limited to, the following:  b) Nursing services to provide immediate supervision of the health needs of each resident by a registered professional nurse or a licensed practical nurse, or the equivalent.  Section 350.1230 Nursing Services  b) Residents shall be provided with nursing services, in accordance with their needs, which shall include, but are not limited to, the following: The DON shall participate in: 2) Evaluation study, program design, and placement of the resident at the time of admission to the facility. 3) Periodic reevaluation of the type, extent, and quality of services and programming. 5) Training in habits in personal hygiene and activities of daily living. 6) Development of a written plan for each resident to provide for nursing services as part of the total habilitation program. 7) Modification of the resident care plan, in terms of the resident's daily needs, as needed.  c) A registered nurse shall participate, as appropriate, in planning and implementing the training of facility personnel.  d) Direct care personnel shall be trained in, but are not limited to, the following: 1) Detecting signs of illness, dysfunction or maladaptive behavior that warrant medical,	W9999			

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W9999	Continued From page 13  nursing or psychosocial intervention. 2) Basic skills required to meet the health needs and problems of the residents. 3) First aid in the presence of accident or illness.  e) Sufficient, appropriately qualified nursing staff shall be available, which may include licensed practical nurses and other supporting personnel, to carry out the various nursing service activities.  f) The individual responsible for providing nursing services shall have knowledge and experience in the field of developmental disabilities.  g) Nursing service personnel at all levels of competence and experience shall be assigned responsibilities in accordance with their qualifications.  Section 350.1430 Administration of Medication a)1) Medications shall be administered as soon as possible after doses are prepared at the facility and shall be administered by the same person who prepared the doses for administration, except under single unit dose packaged distribution systems.  a)2) Each dose administered shall be properly recorded in the clinical record by the person who administered the dose. (See Section 350.1620.)  Section 350.3240 Abuse and Neglect  a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act)	W9999			

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W9999	<p>Continued From page 14</p> <p>These regulations are not met as evidenced by the following:</p> <p>Based on observation, interview, and record review, the facility failed to follow its plan of correction from the 9/29/05 survey by failing to assure that all clients were provided with preventive and general medical care, and by failing to ensure that the health needs of individuals were being met on an on-going basis. Specifically, the facility neglected to ensure nursing services meet the health needs of one individual in the sample (R3) having an identified medical problem of chronic constipation which resulted in hospitalization when the facility neglected to:</p> <p>a) Ensure adequate monitoring and assessment of R3's bowel function to promote her health and wellness.</p> <p>b) Revise and implement with other members of the IDT (Interdisciplinary Team) a system to ensure appropriate protective and preventive health measures relative to R3's bowel function.</p> <p>c) Ensure that direct care staff receive training in appropriate assessment of R3's bowel function, and demonstrate proficiencies in implementing nursing protocol.</p> <p>d) Ensure the physician orders were followed regarding administering medication to promote bowel movements for R3 when she has not had a bowel movement within 3 days.</p> <p>Findings include:</p>	W9999			

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W9999	Continued From page 15  1) The facility's current facility roster documents that R3 is a 54 year old female, functioning in a Moderate level of Mental Retardation. The roster lists her date of admission to the facility as 6/10/05. Review of R3's admission information to the facility included a patient transfer report from the discharging facility dated 6/10/05. This report lists R3's diagnoses at the time of admission to the facility, including Constipation. The transfer form also lists the medications R3 was taking at the time of admission to this facility including, a bowel softener, Colace 100 Milligram (MG.) one capsule two times a day. Review of R3's admission physician orders approved Colace 100 mg. one capsule two times a day to be continued at this facility for the diagnosis of Constipation.  R3's Physician Order sheet dated 3/2006, lists additional diagnoses of Schizophrenia, Anxiety, Depression, Psychosis, and Constipation.  Behavior Assessment dated 10/15/05 states "(R3 ) exhibits hallucinatory behaviors. At times she can become verbally aggressive. She will also at times refer to herself as a baby.... (R3) hallucinates several times a day, every day. She is verbally aggressive and physically aggressive. The aggression can last for hours. The verbal and physical aggression is "High."  R3 was observed on 3/15/06 at 2:30 P.M. to be brought into the facility from the workshop bus in a wheelchair, and to have staff assistance to transfer into a chair in the facility's living room. R3 was observed to have staff assistance to get up from the chair at 3:10 P.M., and to ambulate to the bathroom with E2/DSP beside her. E2 did not	W9999			

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W9999	<p>Continued From page 16</p> <p>stay in the bathroom with R3. R3 was noted to ambulate from the bathroom into the living room in a short time, and then E2 assisted R3 to the dining room table. E2 said R3 can walk by herself, but at times she needs staff assistance due to unsteadiness. When surveyor asked E2 how staff monitor R3's stools she said "we can check the stool - she does not flush after she uses it, and sometimes she'll have a smear in her (disposable incontinent brief), as she does not wipe herself good."</p> <p>R3's Physician Order sheets dated 1/2006 - 3/2006 indicate she continues to take Colace 100 mg. at the dosage of one capsule two times a day, and Milk of Magnesia 30 Milliliters (ML) by mouth at bedtime as needed for constipation - if no bowel movement in three days contact Registered Nurse (RN) consultant for further instructions.</p> <p>Upon review of R3's record, a report called the "Staff - Nurse Communication" dated 2/8/06, stated R3 had an emesis on 2/8/06 at 5:45 A.M. E4/Direct Support Person (DSP) documented on this report she had left the facility's Registered Nurse Consultant (E5) a message about R3 having an "enemsis (sic) emesis." This report includes a section labeled RN Assessment and Follow-up, and the facility nurse documented on 2/8/06 "1850 observe."</p> <p>Another Staff - Nurse Communication report dated 2/8/06 at 9:00 P.M., documents R3 had another emesis. The report indicates the staff notified E5/R.N. on 2/8/06 at 9:00 P.M. The staff wrote on this report the nurse said "nothing by mouth if she throws up again then give Pepto</p>	W9999			

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W9999	<p>Continued From page 17</p> <p>clear liquid diet in AM." The nurse documented on 2/13/06 "Isolated incident. SSE on 2/10/06." There is no evidence in R3's record that the nurse followed up on R3's condition until 2/9, after the facility staff had notified her of R3 having yet another emesis at 7:00 P.M..</p> <p>The next day on 2/9/06 a Staff-Nurse Communication report documents E4's attempt to notify the facility's nurse at 5:30 A.M. regarding R 3 having constipation. The report states "mail box full unable to leave message(RN) (left call back # )." The report documents that Milk of Magnesia 30 ml. was then given to R3 for constipation. Then at 7:00 P.M. on 2/9/06, E6/DSP documented on a communication report that R3 complained of a stomach ache, and the nurse recommended "to give (R3) apple juice and if she is still complaining later to give her Milk of Mag and give her ice water." Per review of the 2/2006 Medication Administration Record (MAR), documents Milk of Magnesia was administered to R3 at 5:30 A.M. on 2/9/06, but not after the 7:00 P.M. call to the nurse.</p> <p>Per review of R3's record, it states R3 was seen by Z2/Physician Assistant (PA) on 2/9/06. The facility's Medical Visit Synopsis/Consultation form report dated 2/9/06, regarding this visit to Z2, documents R3 was seen by Z2 due to "C/o stomach pain, emesis x 2 yesterday at workshop, no BM in several days." Z2 wrote "( soap suds enema) now and prn - ER if worse." The facility's nurse/E5 documented on this form "(soap suds enema) at (a local hospital) 2/10/06." E5 documented on 2/13/06 that "(R3) had SSE at hospital on 2/10/06 with good results."</p>	W9999			

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W9999	<p>Continued From page 18</p> <p>During an interview with E3/DSP on 3/16/06 at 8:45 A.M., she said R3's bowel movements are recorded on a BM Record. Review of this record, and confirmed per E3 during this interview, indicates the staff are to document an x for a bowel movement observed by staff, o for no bowel movement, and xx indicates the individual stated he/she had bowel movement. The record is to be documented on daily on each of the three shifts. It is also noted on this report that "workshop" is written in the space under 8:00 - 4:00 P.M. on the days R3 attends the workshop, but no information is recorded whether R3 had a bowel movement while at the workshop. There is no evidence that the facility staff followed up with the workshop to obtain R3's bowel movement information.</p> <p>Review of R3's BM Record dated 1/2006 and 2/2006 indicates R3 did not have any bowel movements documented as observed by staff from 1/22/06 to 2/10/06, when she had a soap suds enema (SSE) at a local hospital. E3 said if staff ask R3 if she has had a bowel movement she will say yes. E3 said R3 is "not reliable to tell us if she has had a BM." She said R3 sometimes goes to the bathroom by herself, but staff often accompany her due to her unsteady gait. E3 said R3 does not flush the stool after she uses it, and the staff should check the toilet after R3 uses it to monitor for bowel movements. E3 said R3 has taken a bowel softener since her admission in June of 2005. E3 said she took R3 to the Emergency Room of a local hospital on March 9, 2006, because R3 had not had a stool observed by the staff since 3/01/06. It was noted on R3's BM record dated 2/2006 and 3/2006 that the staff continued, even after R3 required an enema at</p>	W9999			



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W9999	<p>Continued From page 19</p> <p>the hospital on 2/10/06, to document xx on her BM Record indicating R3 stated she had a bowel movement.</p> <p>On R3's 2/2006 and 3/2006 BM records, it is documented on 2/22 that the staff observed a medium soft stool, and 6 days later on 2/28 staff observed a medium soft stool. On 3/1 staff documented an observed small stool. This is the last observed stool documented by the staff prior to R3's admission on 3/9/06 to a local hospital. E 3 confirmed R3 has physician orders for Milk of Magnesia 30 ml. at bedtime as needed for constipation, and the nurse is to be notified if R3 has no bowel movement in three days. She said the nurse was not notified as ordered, and R3 was not given any Milk of Magnesia as per the physician orders when R3 did not have an observed stool from 2/23 to 2/28, and also for the time frame from 3/2 to 3/7. During these time frames, R3's BM Record continued to be marked o for none or xx indicating R3 said yes when staff asked her if she had a bowel movement.</p> <p>Interview with E1/Qualified Mental Retardation Professional (QMRP) on 3/16/06 at 10:00 A.M., she said R3 "is not credible." She said R3 hallucinates, and talks to people not there all of the time. She said she will say yes when staff ask her if she has had a bowel movement, and that this should not be used to monitor her bowel function. She said R3 does not flush the toilet after using it, and the staff should be checking the toilet after R3 uses it. She said R3 can toilet by herself, but often a staff takes her if her gait is unsteady. She said R3 uses a wheelchair for transport to and from the workshop bus due to her being afraid to use the bus steps.</p>	W9999			

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W9999	Continued From page 20  During this interview with E1/QMRP, she said she had placed an "Action Alert" in the staff communication book on 2/17/06, telling the staff to encourage fluids on a regular basis between meals, to monitor BM's and follow the physician's orders, and to report to the nurse if there is no BM in 48 hours. Surveyor asked E1 if anyone had followed up to ensure staff were monitoring BM's, following the physician orders, and contacting the nurse if no BM in 48 hours. She said the staff had not been instructed to observe for stools instead of asking R3 until she put an "Action Alert" in the direct care staff book on 3/7/06. She said the facility's nurse had not inserviced the staff in regards to appropriate monitoring of R3's bowel function, and therefore had not ensured the documentation on R3's BM Record was accurate. She said staff had not notified the nurse if R3 did not have a BM in 48 hours, and the physician's orders were not followed regarding administering Milk of Magnesia if R3 does not have a bowel movement in three days. She said staff should have been using only the "observed stools" to monitor R3's bowel function. She said she placed the "Action Alert" in the staff's book on March 7, 2006 telling staff to check the toilet after R3 uses it, and told the staff that R3 is not an accurate self reporter. She agreed the monitoring of R3's bowel function prior to 3/7/06 was not accurate. Additionally, per review of R3's record, no evidence of a nursing care plan addressing R3's constipation was found.  E4/DSP on 3/20/06 at 10:00 A.M., told surveyor she had worked on 3/7/06 on the 12:00 - 8:00 A. M. shift. She said R3 had a moderate amount of	W9999			

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W9999	<p>Continued From page 21</p> <p>emesis at 6:00 A.M., and she said, "I just had a feeling that she was saying yes when asked if she had a bowel movement. So I asked her after I had seen her use the toilet, and she said yes she had a bowel movement." E4 said, "I had checked the stool after R3 used it and knew R3 had not had a bowel movement, so I told the QMRP, and she did an action alert to start checking the toilet." She said staff had not been checking the toilets prior to 3/7/06. E4 said "I'm sure the staff (E7/DSP) who works on my nights off would think an xx on the BM Record would be ok to count as (R3) having a BM." She said she thought this is what the staff were doing, and why the nurse was not being contacted in 3 days if R3 had no bowel movements.</p> <p>E3 said she had called and left a message with E 5/ RN on 3/7/06 after R3 vomited, and also reported she had not had an observed bowel movement in 6 days. She said she had observed R3's bowel movement on 3/1, and it was only a small amount.</p> <p>Review of a Staff - Nurse Communication report dated 3/7/06, under the area labeled RN Assessment and Follow-Up, documentation states the nurse came to the facility on 3/7/06 at 7:30 P.M. E5 wrote regarding R3, "Alert, hyper, talking to and about things that aren't there. No GI distress noted. No BM today per staff report."</p> <p>Per interview with E5 on 3/20/06, E5 said she did listen to R3's bowel sounds and "they were good, " but she did not document this. E5 said she did not do a rectal exam as she thought it would upset R3, saying, "she can become physically aggressive." Then E5 said R3 would refuse, and</p>	W9999			

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(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	
W9999	<p>Continued From page 22</p> <p>she said "it is all I can do to get her to let me listen to her bowel sounds." Surveyor asked E5 if she thought R3 was able to give reliable information when asked by the staff if she had a bowel movement. She said, "she is not reliable, the staff need to observe it." She said, "I believe the old staff assumed that the new staff would know (R3) is not credible, and they did not know they could not accept (R3) saying she had a BM." Surveyor asked E5 if she had conducted any staff training regarding R3's constipation, and any training to ensure staff were obtaining accurate information regarding R3's stools. She said she had not conducted any inservice training for the staff in regards to these issues, but was planning to do one on 3/17/06.</p> <p>Review of the Staff - Nurse Communication reports dated 3/8/06 at 6 A.M., and 3/9/06 at 6 A. M., document E4/DSP notified the nurse that R3 still had no bowel movement, and on 3/9/06 E4 documented R3 still constipated, and she had an emesis of a large amount with "chunks of food present." at 6 A.M.. 3/9/06 at 7 A.M., the nurse told the staff to take R3 to the emergency room or to the doctor. R3 was taken to the hospital emergency room and she was admitted to the hospital.</p> <p>Review of R3's Radiology Report dated 3/9/06 of her abdomen, documents "AP views of the abdomen, with the patient in the supine and upright positions, show a marked amount of fecal material throughout the colon... Impression: 1. The colonic fecal pattern is consistent with moderate to marked constipation."</p> <p>Per review of R3's History and Physical</p>	W9999			

DEPARTMENT OF HEALTH AND HUMAN SERVICES  
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NAME OF PROVIDER OR SUPPLIER  <b>COLONIAL PLAZA</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>618 WEST GOODNER NASHVILLE, IL 62263</b>		
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W9999	<p>Continued From page 23</p> <p>Examination report dated 3/10/06, the physician documented R3 being brought to the hospital due to constipation, nausea, and vomiting. His documentation under the area of Assessment states "Fecal Impaction." The discharge information from the hospitalization of 3/9 to 3/10 documented R3 receiving an oil retention enema, a soap suds enema, and an laxative of one bottle of Citrate of Magnesia on 3/9/06, and Miralax 225 (laxative) one bottle on 3/10/06. Documentation indicates she had good results from the laxatives and enemas.</p> <p>During an interview with Z1/Physician and Z2/ Physician Assistant on 3/21/06 at 1:15 P.M., both said that R3 is not able to give accurate information to use to monitor her bowel function. Z1 said R3 continues to have problems with constipation, requiring another enema at the hospital on 3/18/06. Z2 said she did not know the staff were asking R3 if she had a bowel movement, and she went on to say, "(R3) would not be able to give accurate reliable information." She said,"it sounds like they need to be more aggressive in monitoring (R3's) bowels, and the staff need to be trained how to monitor clients to ensure reliable information."</p> <p>Per interview with E1/QMRP on 3/15/06, she said she had spoken with Z3/ Workshop QMRP on 3/14/06 regarding monitoring R3's bowel movements. She said R3 attends the workshop during the day Monday thru Friday. She said R3 had started to attend the workshop again on 3/15 /06, after her discharge from the hospital on 3/10/ 06. A written memorandum from Z3 to E1 dated 3 /14/06 stated, "(R3) is returning after having had impaction. (Facility's name) wants us to report</p>	W9999			

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NAME OF PROVIDER OR SUPPLIER  <b>COLONIAL PLAZA</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>618 WEST GOODNER</b> <b>NASHVILLE, IL 62263</b>		
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W9999	Continued From page 24  any bowel movements. Since (R3) is mostly independent she should be able to report if she has had a BM. If staff assisting her, notice or (R3) reports a BM, let Z4 (nurse at workshop) know." E1 said she planned to discuss with Z3 on 3/16/06 how the workshop would communicate R3's bowel movement information to the facility. On 3/16/06 E1 placed an "Action Alert" in the facility's staff book stating, "when the workshop calls in the afternoon, the facility staff are to document the information in the shift book." E1 said the workshop had not been communicating R3's bowel movements to the facility prior to 3/16/06.  (A)	W9999			