

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

PRINTED: 02/08/2010
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145734	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 10/19/2009
NAME OF PROVIDER OR SUPPLIER EVERGREEN HEALTH CARE CENTER			STREET ADDRESS, CITY, STATE, ZIP CODE 10124 SOUTH KEDZIE EVERGREEN PARK, IL 60805		
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F 315	Continued From page 17	F 315			
F9999	<p>The Quality Assurance committee will review the results of the Quality Improvement review of indwelling catheter management. The committee will meet at the discretion of the Administrator until the issue is resolved. Trends requiring additional revision of exiting policy or procedure will implemented as indicated.</p> <p>FINAL OBSERVATIONS</p> <p>LICENSURE VIOLATIONS</p> <p>300.610a) 300.1010h) 300.1210a) 300.1210a)3) 300.1210b)3) 300.3240a)</p> <p>Section 300.610 Resident Care Policies</p> <p>a) The facility shall have written policies and procedures, governing all services provided by the facility which shall be formulated by a Resident Care Policy Committee consisting of at least the administrator, the advisory physician or the medical advisory committee and representatives of nursing and other services in the facility. These policies shall be in compliance with the Act and all rules promulgated thereunder. These written policies shall be followed in operating the facility and shall be reviewed at least annually by this committee, as evidenced by written, signed and dated minutes of such a meeting.</p> <p>Section 300.1010 Medical Care Policies</p>	F9999			

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F9999	<p>Continued From page 18</p> <p>h) The facility shall notify the resident's physician of any accident, injury, or significant change in a resident's condition that threatens the health, safety or welfare of a resident, including, but not limited to, the presence of incipient or manifest decubitus ulcers or a weight loss or gain of five percent or more within a period of 30 days. The facility shall obtain and record the physician's plan of care for the care or treatment of such accident, injury or change in condition at the time of notification.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care</p> <p>a) The facility must provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive assessment and plan of care. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>3) All nursing personnel shall assist and encourage residents so that a resident who is incontinent of bowel and/or bladder receives the appropriate treatment and services to prevent urinary tract infections and to restore as much normal bladder function as possible. All nursing personnel shall assist residents so that a resident who enters the facility without an indwelling catheter is not catheterized unless the resident's clinical condition demonstrates that catheterization was necessary.</p> <p>b) General nursing care shall include at a minimum the following and shall be practiced on a 24-hour, seven day a week basis:</p>	F9999			

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F9999	<p>Continued From page 19</p> <p>3) Objective observations of changes in a resident's condition, including mental and emotional changes, as a means for analyzing and determining care required and the need for further medical evaluation and treatment shall be made by nursing staff and recorded in the resident's medical record.</p> <p>Section 300.3240 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)</p> <p>These regulations are not met, as evidenced by the following:</p> <p>Based on observation, interview, record review, and review of the facility policy, the facility failed to ensure that one resident (R6) was free from neglect. The facility failed to:</p> <ul style="list-style-type: none"> -Comprehensively assess a resident with indwelling catheter. -Provide on- going care and treatment of the indwelling catheter. -Notify the physician in a timely manner of the change in condition of the indwelling catheter. -Get a physician order for the indwelling catheter. -Follow their policy and procedure on indwelling catheter care. <p>These failures resulted in R6's indwelling catheter becoming clogged with chunky sedimentation and debris, and dark yellow urine. R6 had to be hospitalized. In the emergency room, 3 liters (3000 cc) of urine output was obtained and the resident was then admitted to the intensive care unit with a diagnosis of Uro-Sepsis.</p>	F9999			

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F9999	<p>Continued From page 20</p> <p>This has potential to impact all 14 residents with indwelling catheters in the facility.</p> <p>Findings Include:</p> <p>1. R6 was readmitted to the facility on 08/18/09 with a diagnosis Multi Decubitus, Vancomycin Resistant E-Coli wound, Atrial Fibrillation, Urinary Tract Infection, Hyperkalemia, Congestive Heart Failure and Status Post Wound Debridement. R6 was totally dependent on staff for activities of daily living. She was alert to self and responsive to staff.</p> <p>The nursing notes from the facility for R6 dated 10/04/09 at 4:00 pm stated, "Family visiting concerned about bilateral upper extremity edema and patient complaint general pain. 7:00 pm Indwelling catheter patent. 8:30 pm: Patient in respiratory distress Saturation 73%, Blood pressure unable to hear. Heart Rate 130 and Respiration 33. 8:35 pm heart rate 152, Saturation 93%, B/P 116/68, Resp 30. 8:45 pm Z3 (laboratory) was notified. Order: May send to the hospital emergency. 9:10 pm Saturation 87%, Heart Rate 152 and B/P 106/60. 9:30 pm Saturation 83%. Called 911. 9:45 pm send to the hospital."</p> <p>Continued review of the nurses notes 10/01/09 through 10/04/09 denoted there was no documentation of the condition of the indwelling catheter. Further review of the R6's record denoted there was no catheter care documented in the nursing notes or the Treatment Administration record for the indwelling cathter. There was no assessment, catheter size, amount of fluid in the balloon, or type of care for the</p>	F9999			

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F9999	<p>Continued From page 21</p> <p>indwelling catheter documented on any of the records for R6. There was no physician order for the catheter found.</p> <p>The Nursing Assessment comment dated 08/18/09 noted no documentation of an indwelling catheter in place.</p> <p>The Continence Record For R6 under "indwelling catheter amount fluid output" was blank for September 09 and October 09.</p> <p>The urinalysis report dated 08/08/09 for R6 stated, "Out of Range - Color Dark Yellow - High (Straw -Amber), Turbidity cloudy -High (Clear), Specific Gravity 30 High (4.0 - 8.0), Blood Semi-Quant Large - High (Negative) , Leukocytes, Semi;Quant - Large - High (negative - Trace), White blood cells 25- 50/HPF High (none - 0.5/HPF) and Red blood cells - High 25- 50/HPF (none -0.5/HPF).</p> <p>There is no indication that this laboratory report was given to the Z4 (physician) or that any treatment was ordered and administered.</p> <p>E1 (Administrator) was asked to check physician orders and nurses notes for care of the indwelling cathter care. E1 on 10/06/09 at 10:30 am in the conference room stated, "R6 does not have any physician order or nurses notes for the indwelling cathter."</p> <p>Surveyor asked E3 (Director of Nurse) do you need an physician order or assessment for the indwelling cathter? E3 on 10/06/09 at 11:30am in the conference room responded, "Yes. There is no physician order for the indwelling catheter or assessment. There is no documentation of care</p>	F9999			

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F9999	<p>Continued From page 22 provided for the indwelling care."</p> <p>E4, Nurse, on 10/06/09 at 1:10 pm in the conference room stated, "On the nursing assessment and Bowel/Bladder had a space for the size of the indwelling catheter. The nursing assessment and Bowel/ Bladder Assessment dated 08/18/09 was blank for urinary catheter use."</p> <p>E5, Certified Nurse Aide, on 10/06/09 at 2:30 pm in the conference room stated, "I would empty approximately 200 cc's in the morning about 8:00 am, when I come in. It was a dark color urine with a smell. At 2:00 pm, the urine was 100 cc's it was still dark color. When I saw something different I would tell the nurses."</p> <p>Surveyor asked E5 whether E5 had told the nurse about the urine. E5 stated, "Yes, I told them."</p> <p>Surveyor asked E6 (Nurse) on 10/07/09 at 12:00 pm per telephone if E6 knew what color the urine was in the indwelling catheter and did you do any care on the catheter. E6 stated, "I did not have physician order for the care or flushing the indwelling catheter. I did not do indwelling catheter care. I don't remember the color of the urine. She went out to the hospital."</p> <p>R6 was observed on 10/07/09 at 11:30 am lying in bed at the hospital Intensive Care Unit. She was a 98 year old female with diagnosis of Urosepsis, Congestive heart failure and Pulmonary Emboli. R6 was observed unresponsive to verbal and painful stimuli. She was observed with a gastrostomy tube feeding, intravenous fluid, cardiac monitor, oxygen and</p>	F9999			

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F9999	<p>Continued From page 23 indwelling catheter draining amber color urine.</p> <p>Review of Emergency Department Patient charting by Z1 on 10/04/09 stated, "2326 - Patient's indwelling catheter in place from nursing home, noted to be very dirty, chunky, cloudy, dark yellow noted in the tube. 2355 - No success in flushing indwelling catheter, too much sediment. As soon as indwelling balloon was deflated, A large amount of foul smelling, yellow, cloudy fluid rushed out from around the indwelling catheter tube while still in place in patient's urethra. After all the fluid rushed out, bright red blood noted to be draining from around indwelling catheter. Approximately 3 liter (3000 cc) of fluid was removed."</p> <p>Continued review of the emergency room patient chart on 10/04/09 at 2358 stated, "Indwelling Catheter insertion - Comment - Indwelling Cathter clogged with chunky, yellow and brown sediment. Unable to Flush."</p> <p>The Emergency Department Patient Record dated 10/04/09 at 2342 stated, "Fall/Abuse/Neglect - Comment - Indwelling catheter clogged, Approximately 3 liter (3,000 cc) of urine after catheter removed."</p> <p>Z2, nurse, on 10/06/09 at 9:40am per telephone stated, "When I came in at 11:00 pm, R6 had an indwelling catheter intact with no urine output. Upon irrigation there was no return. I deflated the balloon catheter inserted in R6. There was brown, foul odor with sediments. There was a lot of foul odor sedimentation with chunks in the catheter tube. She had 3 liters (3,000 cc) of urine output after the catheter was removed."</p>	F9999			

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F9999	<p>Continued From page 24</p> <p>The Catheters - Urinary Tract Infection Prevention policy and procedure stated, (6) Catheter care should be provided daily or any time an incontinent episode occurs. (10) Urinary catheters should not be changed at arbitrary fixed intervals, rather as needed as for leakage, poorly functioning or obstructed catheter, contamination of any portion of the catheter system.</p> <p>The catheterization policy/ procedure denoted purpose (c). To determine the amount of residual urine retained in the bladder.</p> <p>The use of the catheter policy and procedures denoted (c) The physician should document within the order for the use of the catheter, the diagnosis, or clinical conditions making catheterization necessary. (e) Documentation in the medical record should reveal continual assessment for the use of the catheter. (f) The plan of care should address catheter use, hydration program and strategies to prevent urinary tract infection.</p> <p>The facility did not present any evidence that catheter care was done on R6's indwelling catheter to prevent urosepsis or urinary tract infection. The facility did not present any evidenced that care was provided from 8/18 - 10/4/09.</p> <p>(A)</p>	F9999			