

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

PRINTED: 03/06/2011  
FORM APPROVED  
OMB NO. 0938-0391

| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION               |   | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:<br><br><b>14G217</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING _____<br>B. WING _____  |                      | (X3) DATE SURVEY COMPLETED<br><br><b>C</b><br><b>10/26/2010</b> |
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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CAROLE LANE TERRACE</b> |   |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1641 CAROLE LANE</b><br><b>SAUK VILLAGE, IL 60411</b>               |                      |   |
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| W 340  | Continued From page 57<br>to give anti-diabetic medications as ordered by physician. Training includes medication use, dose, time, frequency, side effects and reportable reaction per Rule 116. Drug reference resource available for DSP use.<br><br>2. Authorized DSP are instructed to assist individual to obtain blood glucose levels per glucometer manufacturer instructions. DSP provide return demonstration of competency. Results outside of established parameters are to be reported to RN.<br><br>3. All DSP demonstrate knowledge of basic signs of hypo and hyperglycemia (attached), appropriate interventions as recommended by physician, signs of emergency and notification of 911 when indicated. Reviewed policies 5.57 and 7.02."<br><br>Policy No: 5.57 is titled Physical Injury and Illness/Individual Medical emergencies<br>Policy reads in part<br>"Individuals served by the agency shall receive timely and effective medical service for physical injuries and illnesses and medical emergencies. | W 340   |   |                      |   |
| W9999  | FINAL OBSERVATIONS<br><br>LICENSURE VIOLATIONS<br><br>350.1210<br>350.1220j)<br>350.1230d)1)2)<br>350.1430e)<br>350.3240a)<br>350.3750<br><br>Section 350.1210 Health Services  | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 58</p> <p>The facility shall provide all services necessary to maintain each resident in good physical health.</p> <p>Section 350.1220 Physician Services</p> <p>j) The facility shall notify the resident's physician of any accident, injury, or 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.</p> <p>Section 350.1230 Nursing Services</p> <p>d) Direct care personnel shall be trained in, but are not limited to, the following:</p> <ol style="list-style-type: none"> <li>1) Detecting signs of illness, dysfunction or maladaptive behavior that warrant medical, nursing or psychosocial intervention.</li> <li>2) Basic skills required to meet the health needs and problems of the residents.</li> </ol> <p>Section 350.1430 Administration of Medication</p> <p>e) Medication errors and drug reactions shall be immediately reported to the resident's physician, licensed prescriber if other than a physician, the consulting pharmacist and the dispensing pharmacist (if the consulting pharmacist and dispensing pharmacist are not associated with the same pharmacy). An entry shall be made in the resident's clinical record, and the error or reaction shall also be described in an incident report.</p> <p>Section 350.3240 Abuse and Neglect</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 59</p> <p>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>Section 350.3750 Consultation Services and Nursing Services</p> <p>Residents needing nursing care shall be admitted to an ICF/DD of 16 Beds or Less only if the facility has adequate professional nursing services to meet the resident's needs. Arrangements shall be made through formal contract for the services of a licensed nurse to visit as required. A responsible staff member shall be on duty at all times who is immediately accessible, and to whom residents can report injuries, symptoms of illness, and emergencies (see Section 350.810(a)). The consultant nurse shall provide consultation on the health aspects of the individual plan of care and shall be in the facility not less than two hours per month.</p> <p>These Regulations were not met as evidenced by the following:</p> <p>Based on observation, interview and record review the facility failed to prevent health care neglect when they failed to ensure 1 of 3 clients (R1) whose diagnosis includes Diabetes Mellitus, type II was provided with nursing services to adequately monitor and treat signs and symptoms of hypoglycemia and unresponsiveness for a period of approximately 8 to 9 hours.</p> <p>Findings include:</p> <p>According to the Physician's Orders dated 9/01/10 through 9/30/10, R1 is a 54 year old male</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 60</p> <p>whose diagnoses that include Mild Mental Retardation, Diabetes Mellitus, type II and Sleep Apnea. R1's orders related to his diabetes diagnosis read, "Metformin Hcl 850 mg tablet take 1 tablet by mouth 3 times daily," "Glucotrol XL 10 mg. (milligrams) p.o. (by mouth) once daily at 7:00 a.m." and (blood test to monitor blood sugar level) check twice daily at 7:00 a.m. and 4:00 p.m.</p> <p>According to the Medication Administration Record (MAR) dated 09/01/10 through 9/30/10, Glucotrol 10 mg. XL was initiated on 9/23/10. Actos 15 mg tablet by mouth 3 times daily was discontinued on 9/21/10.</p> <p>The September MAR 9/25/10 7:00 a.m. blood glucose monitor results documented as R1's blood sugar level as 44. Normal blood sugar ranges from 70 - 110 (according to Nursing Drug Handbook 2007 page 1363). 9/25/10 Metformin HCL 850 mg. tablet given at 7:00 a.m., 4:00 p.m. and HS (hour of sleep). Glucotrol XL10 mg. given at 7:00 a.m. (medications used for control of blood sugar).</p> <p>EMS (Emergency Medical Services) report form dated 09/25/10 documents "called to location for diabetic problem...staff stated they had checked (R1's) BGM (Blood Glucose Monitor) &amp; it was low. They gave him some juice. We checked his BGM it was 62. Pt (patient) given 1 tube oral glucose. Pt vitals taken. Pt. BGM rechecked. Now at 103. Pt stated he felt fine. Staff stated pt was going to eat right now." Arrival time is documented as (1701) 5:01 p.m., oral glucose given at (1708) 5:08 p.m. departure time at (1719) 5:19 p.m.</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 61</p> <p>EMS report form dated 09/26/10 documents, "Pt unresponsive but breathing staff states he has been on floor since (2300) 11:00 p.m. night before. Pt was supine on floor with + urin(e) and feces void. not responsive to NPA (naso pharyngeal airway insertion). Pt was placed on O2 (oxygen)....Pt. was given narcan with no change. Pt transported without change. Pt care transferred to ER. Staff report given to RN (Registered Nurse) and Dr (doctor)." Arrival time to facility is documented as 0738, departure time as 0802, and hospital arrival as 0808.</p> <p>Z2, Paramedic, was interviewed on 10/5/10 at 9:25 a.m. Z2 responded to the EMS call on 9/26/10. Z2 said R1 was found laying on the floor, breathing, unresponsive to pain and insertion of a naso pharyngeal airway. R1 was incontinent of urine and stool upon arrival of the EMS crew. Z2 said the morning staff (E9) called EMS. Z2 said he was told by E9 that R1 had been laying on the floor overnight. Z2 said R1 remained unresponsive after administration of oxygen and narcan.</p> <p>Hospital emergency nursing record dated 9/26/10 documents arrival to room as 0811. Initial assessment documents "snoring respiration on arrival...responsive to painful strong stimuli only...pt incont (incontinent) of bowel/bladder lg(large) amt of loose stool....Fresh abrasion rt(right) knee fading bruises both legs."</p> <p>Hospital emergency physician record dated 9/26/10 documents "PHYSICAL EXAM general appearance severe distress...unresponsive...unequal pupils R 4mm (right 4 millimeters) L 3mm (left 3 millimeters)...depressed gag reflex...dry mucous</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 62</p> <p>membranes ... CLINICAL IMPRESSION: AMS (altered mental status)/recurrent hypoglycemia/MR (mental retardation)/urinary retention."</p> <p>"0830 - pt awakening &amp; moving all 4 extremities after 1 amp (ampule)D50 (concentrated dextrose solution given intravenously).</p> <p>0840 - spoke w/staff from NH (nursing home), who reports pt may have been down on ground since 11 pm last night w/minimal responsiveness</p> <p>0900 - Pt w(with)/ repeat (blood glucose monitor) reading of 79 s/p (status post) 1 amp D(Dextrose)50(%) &amp; continued confusion which improved s/p 2nd amp D50</p> <p>0940 - Pt recognizes staff member in room. Nods to answer ?s still w/ (low) BS (blood sugar) despite D5/1/2 NS (continuous intravenous solution) &amp;D50</p> <p>1150 - persistent (low) BS. will (change) IVs (intravenous solution) to D10 gtt (drop) and give (1) amp D50."</p> <p>E9 DSP (Direct Support Person) was interviewed on 9/27/10 at 2:42 p.m. E9 stated around med pass time at 4:00 p.m. on Saturday (9/25/10), E12, DSP called her to look at R1. R1 was laying on the floor and E9 asked him to get up. R1 said "I can't." E9 took R1's blood sugar, the blood glucose monitor said low no (numeric) reading. E9 said she gave R1 orange juice. E9 called 911 and let them know R1 was acting weird. E9 also called E1, RSD (Residential Services Director) and let him know and left message for him to call back. Low (reading on the blood glucose monitor) meant it was too low to determine what we should do. E9 let 911 know they had a diabetic with low on the monitor. E9 said she had to let someone know right away of the low reading. E9 said she and E8, DSP, were with R1</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 63</p> <p>until the paramedics came and took over. E9 said after the paramedics treated R1 by giving him sugar, R1 came to the kitchen following the paramedic. E9 said the paramedics instructed the staff to give R1 dinner. E9 said R1 ate dinner. E9 said the paramedic said to give R1 peanut butter sandwich and chocolate milk before he went to bed. E9 said R1 was joking when E9 left at 5:30 p.m.</p> <p>E9 continued the 9/27/10 (2:42 p.m.) interview relating events that occurred on 9/26/10. E9 arrived at the facility at 7:21 a.m. on Sunday (9/26/10). When E9 came in residents were upset saying you should see R1. E4, DSP, asked E9 if she wanted to pass meds or deal with R1. E9 walked to the back of the home before punching in for work. R1 was laying on the floor breathing real heavy. R1's eyes were half open. R1 was wet from urine and stool. E9 asked E4 why and how long had R1 been like that. E9 checked R1's blood sugar and the machine said low. E9 immediately called 911. E9 said E4 said R1 had been like that all night.</p> <p>During an interview on 9/27/10 (2:42 p.m.) E9 said she was aware R1 had been started on a new medication because she reviewed a form about the medication. E9 was asked what level blood sugar would concern E9. E9 said low like 20. E9 said no specific blood sugar numbers have been given to staff related to R1.</p> <p>E8, DSP, was interviewed on 9/27/10 at 3:10 p.m. When E8 arrived at work on Saturday (9/25/10) at 2:30 p.m., R1 was fine. R1 was asking to call his aunt. He laid down on his bed. When E8 was passing meds at 4:00 p.m. R1 didn't come up. E8, E9 and E12 went to check</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 64</p> <p>him. R1 was on the floor laying down. When R1 tried to sit up he fell back down. E9 took R1's blood sugar reading and the meter read low. E9 said he don't look good. E9 called E1, RSD and then called 911. The paramedics came. When the paramedics came they took over, E8 and E9 went back to the front of the home. After the paramedics came back to the front of the home they said he is o.k. but wants to go to the hospital on vacation. The paramedic said his blood sugar was 62 and once he eats and takes his medicine he will be fine. E8 said R1 took his 4:00 p.m. medication, ate his dinner and went back to his room.</p> <p>EMS record documents departure time from facility at 5:19 p.m. on 9/25/10. Review of the 9/1/10 through 9/30/10 Medication Administration Record documents on 9/25/10, R1 was given his 4:00 p.m. Metformin 850 mg. Nursing Drug Handbook 2007 lists indication for Metformin is to lower glucose level. Peak onset time for Metformin is 2 - 4 hours.</p> <p>During interview with E8 (DSP) on 9/27/10 at 3:10 p.m., E8 said she asked R1's roommate to leave the bedroom open so E8 could look at R1. E8 checked R1 two or three times. He was in bed on his side head facing away from door. E8 asked R1 if he was o.k. R1 said yes. R1 didn't come for 8:00 p.m. meds. E8 and E12 checked R1. R1 was sideways on the bed feet on the floor. E12 took his blood sugar, it read low. E8 and E12 were telling R1 to get up and take his meds. E12 called E1, RSD and told E1 how R1 was acting, the same way as earlier when the paramedics were here. E1 told staff to give R1 some milk. E12 told E8, that E12 gave R1 his meds. R1 drank a cup of milk with E8 holding his</p> | W9999   |   |                      |   |



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| W9999  | <p>Continued From page 65</p> <p>back. R1's blood sugar was checked again, it was still low. E8 and E12 were trying to sit R1 up and give him more sweets. E8 and E12 only had orange juice. E8 said R1 wouldn't get up "no more then." E8 said one of the residents tried to sit R1 up, then R1 scooted to the floor. After that R1 was snoring loud. E8 said she asked E12 if they should call 911. E1 called back and E8 asked E1 if they should call 911 and E1 said no because they would not take him the first time. E12 tried to get residents to help get R1 back on bed but he was too heavy. E8 said E12 got a pillow under R1's back, then E12 moved the pillow under R1's head. When R1 was sitting on the floor the residents that were helping said "we smell something." E8 said E12 took two fingers and pulled back R1's pants and said it is him he stinks. E8 said R1 just laid there he was not changed.</p> <p>E12, DSP, was interviewed on 9/28/10 at 9:35 a.m. E12 said E12 worked Saturday (9/25/10). At 3:30 p.m., R1 was sitting in a chair in the living room. E8 did the 4:00 p.m. med pass. At that time, R1 was laying across his bed with no shirt or shoes, with his lounge pants rolled up to his knees. E12 said R1 said in a joking way, "I'm dead." E12 said E8 and E9 were in the kitchen. E12 told E8 and E9 to come back to R1's room with E12 to check R1. E8, E9 and E12 were trying to convince R1 to come and get his medicine. R1 did not look like himself when he was in bed. R1's sugar was checked the sugar machine read low, so it was repeated. E12 said E12 told E9 to call E1 and E9 called E1. Ten minutes later E9 called the paramedics, they did not come right away. Staff stayed in the room with R1. E12 said when the machine said low it meant it was so low it was not reading numbers.</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 66</p> <p>E12 said there was no sugar available. Staff was able to give R1 orange juice in his mouth. E12 said when the ambulance came, R1 was laying on the floor, the paramedics said they would take care of R1. After treatment, the paramedic said the results were 62. The paramedic said he needs to eat. R1 walked and followed the paramedics, thanking them. R1 ate his food and he was o.k. until the 8:00 p.m. med pass. R1 ate good, a lot of food and water. After eating, E1 went to bed.</p> <p>E12's 9/28/10 (9:35 a.m.) interview continued. E12 said, at 8:00 p.m., E12 was passing meds and R1 did not come. E12 went back to R1's room. E12 had R1's meds with E12. The 9/1/10 through 9/30/10 MAR documents R1 received his 8:00 p.m. Metformin 850 mg. and Risperidone 2 mg.</p> <p>E12 said, (interview 9/28/10 at 9:35 a.m.) E12 took R1's blood sugar. The blood sugar read "real low" again. E12 got on the phone sometime after 8:00 p.m. and called E1(RSD) and explained to E1, how R1 was acting. R1 said E12's name, R1 could not sit up, he was on his bed laying across the bed with his legs hanging over the bed. R1 scooted to the floor. E12 said E12 called E1 several times, after the second or third time E1 called back. At that time E1 was not aware of the 4:00 p.m. events, when the paramedics were called. E12 said E8 and E12 tried to get R1 up. E12 and E8 could not lift R1 off the floor. E12 and E8 could not roll R1, R1 was pulling away from E12 and E8. R1 was not his normal self, R1 walks around and is quick. E12 said, "(R5) (33 year old male functioning in mild range of mental retardation) tried to help E8 and E12, saying we were straining ourselves." " It</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 67</p> <p>was chaos, a mess." E12 said when E12 got a hold of E1, E1 said his brain needs sweets. E12 said "we told (E1) we've been doing that all day." E12 said E12 told E1 we need help. E12 left the home and went to a neighboring facility to get sugar. E12 said the sugar was in the pantry locked, E12 could not get in there because the cook was not there.</p> <p>E12 said, (during 9/28/10 - 9:35 a.m. interview), when E4 came in at 11:25 p.m., E12 told E4 what was going on. E12 and E4 went back to R1's bedroom together. E4 took R1's sugar reading and it was 126. E12 said I thought he should be getting up.</p> <p>E4 was interviewed 9/28/10 at 2:45 p.m. E4 worked over night on Saturday 9/25/10 from 11:30 p.m. until 2:30 p.m. on Sunday 9/26/10. E4 came to work, got report from E12. E12 was the only staff when E4 got there. E12 told E4, R1's blood sugar had been going up and down. E12 told E4 about the ambulance call earlier and that R1's sugar was pretty low. The ambulance people brought R1's sugar back up and said he should be fine. E12 told E4, R1 was fine up to a certain point then started getting funny again. E12 wanted E4 to look at R1 with E12, because R1 was sleeping on the floor. E12 said R1 does not want to sleep on R1's bed, R1 wants to sleep on the floor. R1 is sometimes stubborn, E4 tried to redirect him back to bed. E4 touched R1 and he tried to elbow E4. R1 opened his eyes and grunted. E4 called E1. E4 said I cannot force him to get up, too heavy to lift alone. E12 had already called E1 for help to move R1. E1 did not come.</p> <p>E4 said (9/28/10 at 2:45 p.m.), when she called</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 68</p> <p>E1, E1 said he was aware because E12 called E1 prior. E1 told E4 not to force or coerce R1 to get off the floor because that is his right. If R1 told E12 he wants to sleep on the floor it is his right. E4 was to make him as comfortable as possible. E1 told E4 to monitor R1's sugar. E1 was informed of that by the Executive Director, E2 and the nurse, E3. E4 asked E12 when the last blood sugar was taken. E12 did not say the time but said it was normal. R1's eyes were open but he never spoke. E12 said he had stopped talking. E4 thought R1 was half asleep. E4 took blood sugar it was 126. E12 told E4, that E1 said if I take the blood sugar at night and it gets low, give him sugar or orange juice. On the dresser there was a cup of orange juice and some sugar packets. E12 said R1 refused orange juice.</p> <p>E4 said (9/28/10 at 2:45 p.m.) fifteen minute bed checks were done on R1 all night. R1 was the same, R1 had a pillow under his head. E4 put a blanket from his knees to his feet. Every time E4 went in, E4 talked to R1 and checked his pulse. R1 was breathing. E4 said she did not document the pulse, E4 was checking it to make sure R1 had a pulse. R1 was snoring loud all night. R1 always had some type of body movement. Two or three times R1's sugar went down again. E4 gave R1 sugar packets. R1 did not want to sit up. When E4 gave him sugar, E4 turned R1's head to the side. E4 gave sugar on R1's tongue and stimulated saliva. R1 took it all. The next check (time unknown)R1's sugar was more normal, but R1 had not changed. R1 never got up or talked. At 6:45 a.m., E4 started getting up other residents and cooked breakfast. E4 was involved with other residents' care. When E9 came in E4 asked her to help get R1 up. E4</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 69</p> <p>briefed E9 about R1's status. E4 and E9 went to R1's room together. E9 got the monitor and the results said low. E4 said when the results say low it means not good because you are always supposed to get a reading. E4 said we called the ambulance. E9 said she would stay with R1. The police arrived first. The police asked how long R1 looked like that? E4 said I guess since yesterday. The police asked how long has he been on the floor. E4 said all night because E4 was told not to move R1. E4 said the other residents were concerned about R1. E4 said when the ambulance crew picked R1 up he urinated and had feces. E4 said there was no way she could move R1. E4 would need help to lift him or move R1. E4 said she would need at least two people to move R1. If anything happens, she would have to call 911.</p> <p>E4 said (9/28/10 at 2:45 p.m.) staff does not always have access to sugar. E12 got sugar packets from another home. There was no more sugar that weekend because the cook was off. The cook usually puts it out because the pantry is locked.</p> <p>E1, Residential Services Director (RSD), was interviewed 9/27/10 at 11:45 a.m. E1 said he received a phone call at 4:00 or 4:30 p.m. on 9/25/10, from E9. E9 said R1's blood glucose monitor reading was low. The paramedics were called they came and gave glucose due to low sugar. R1 was fine, got up and ate. At 8:28 p.m. E1 received a call from E12. E12 said R1 was on the ground not moving. E1 asked if R1 was breathing and if R1 was responsive. E12 said he was and moving his arms. R1 would not get up off the floor. E1 asked why. E12 said R1 refuses. E1 said do not get into a power</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 70</p> <p>struggle, let him lay there, at 9:00 p.m. he has to get up and take meds. E12 said the blood sugar is low. E1 said the paramedics were here earlier, they said to staff to give sugar. At 8:43 E1 got a call saying R1 will not drink using a straw. E1 called E3, nurse, who said if R1 is not taking juice to give candy instead. E1 called back at 8:51 p.m. E1 said he spoke with E12 and told E12 to go to the gas station and get candy to try to give to R1. E12 went to another house and got sugar packets. The staff tried to get him to take sugar. At about 9:30 p.m. staff called and said R1's blood sugar keeps coming up low on the monitor.</p> <p>E1 said (9/27/10 at 11:45 a.m.) he called E3 again after talking to staff at about 9:30 p.m.. E3 said the paramedics came out earlier, what was their assessment? E1 said he told E3 the paramedics said R1 needs sugar. E3 said then they need to give him sugar, they are not giving him enough. E1 called E2, executive director at the same time he called E3. After talking to E3, E1 reported the problem to E2. E2 said it sounds like a blood sugar issue, need to give him sugar. If that does not work call E2 back. E1 said (9/27/10 at 11:45 a.m.) E1 talked to staff again at 9:45 p.m. E1 explained to staff to give sugar until R1's sugar went up and monitor for changes.</p> <p>E1 said (9/27/10 at 11:45 a.m.) at 11:30 p.m. E1 received a call from E4. E4 said R1 was on the ground next to his bed breathing able to understand, only grunting (not talking). E1 said he gave E4 the same instructions and to check R1's blood sugar. E1 said he told E4 do not try to move R1 it is none of your concern. E1 said E1 told E4 this because she was the only staff there. Based on the information staff gave E1, it sounded like R1 was being defiant, because of</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 71</p> <p>his defiant behaviors. Last month the day training facility wanted to suspend R1 due to physical aggression to day training staff, elopement and eating lunches. E1 said no staff ever told E1 that R1 was non responsive. E1 said E12 said it, but, when E1 asked her questions by description, R1 seemed responsive. E4 told E1 that R1 was laying there breathing. E4 had an actual number on the monitor not just low. E1 said Low on monitor check is less than 30. E4 asked E1 what should I do. E1 explained the nurse's instructions and paramedic prior visit. E1 said, he told E4 not to move him. E4 said R1 seems fine is just not getting up.</p> <p>E1 said (9/27/10 at 11:45 a.m.) the next time E1 heard from anyone was 7:30 a.m., Sunday from E9. E9 said the paramedics were taking R1 to the nearest hospital. E9 said to E1 that when E9 came in, R1 was on the ground not responding to anything, not moving, not getting up but breathing. E1 said he came to the facility. At this time E2 was at the facility talking to E4. E1 said E9 was at the hospital with R1. E1 went to the hospital, the hospital nurse informed E1 that R1 had been laying on the floor in his own feces for awhile. E1 saw bruises on his legs and both knees, elbows, feet and big toe. E1 said when he returned to the facility E1 asked E4 about the feces. E4 said when the paramedics came and got R1 he had feces then. E1 said when E12 came in to the facility on Sunday 9/26/10, E12 was asked about the bruises. E12 said after the paramedics first visit, R1 was crawling on the floor. Staff told him to get up but he would not.</p> <p>E1 said (9/27/10 at 11:45 a.m.) earlier last week R1 was receiving Actos 15 mg. for Diabetes and was also on Metformin 850 mg. During the week</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 72</p> <p>Actos was changed to Glucotrol 10 mg. probably on Wednesday (9/23/10) Every day R1's blood sugar was getting lower.</p> <p>E3, Licensed Practical Nurse (LPN), was interviewed on 9/27/10 at 2:10 p.m. E3 said E3 was aware Actos had been changed to Glucotrol on 9/21/10 by Z3, primary medical doctor. E3 said the expense was too much for Actos and Glucotrol was just as effective. E3 said E3 got a call from the administrative office with instructions to call Z3 and see if R1 could be on a less expensive medicine. E3 said staff knew about the medication change because E3 told them about it verbally. The Glucotrol was started on 9/23/10. E3 said she was not aware R1's blood sugars had been decreasing slightly since the medication change.</p> <p>E3 said (9/27/10 at 2:10 p.m.) she was called Saturday night by E1. E1 said R1's blood sugar was low, no number was given, his behavior was not normal. E3 told E1 if R1 was responsive to give orange juice. E3 was told R1 refused orange juice. E3 said to then give sugar. R1 took sugar under his tongue. E1 said R1 was laying on the floor. E3 said she was called on Sunday 9/26/10 when R1 was hospitalized. E3 called the hospital. The hospital charge nurse said he was to be admitted to Intensive Care Unit (ICU). R1 had snoring respirations and was responsive to painful stimuli.</p> <p>During interview with E3 on 9/27/10 at 2:10 p.m., E3 was asked about the number of calls she received on Saturday night. E3 said not all of the calls came through on her cell phone. E3 looked at her cell phone call record and said calls were made to E3 by E1 on 9/27/10 at 8:48 p.m.,</p> | W9999   |   |                      |   |



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| W9999  | <p>Continued From page 73</p> <p>9:42 p.m., 9:43 p.m. 10:30 p.m. and 11:26 p.m. Calls were made to E3 by E2 at 9:01. E3 missed that call but was contacted by E2 at 9:02 p.m.</p> <p>E3 said (9/27/10 at 2:10 p.m.), staff did not say he was in type of status that needed 911 or paramedics. E3 said she did tell E1 if R1 needs to go to the hospital send him. E3 said she never talked to staff, only E1.</p> <p>E3 said (9/27/10 at 2:10 p.m.) if the machine reads low, the machine should be checked first to make sure it is not due to the battery. If it says low, it is too low to measure and (the individual) needs the emergency room.</p> <p>E2, Executive Director, was interviewed on 9/28/10 at 1:00 p.m. E2 said he was notified by E1 and E3 of paramedic assessment on Saturday 9/25/10. R1's blood sugar had been dropping. E3 concurred with the paramedic's findings. No other recommendations were given. E2 said E2 was comfortable with the paramedics coming out. E2 was not told that the meter was reading low.</p> <p>E2 said (on 9/28/10 at 1:00 p.m.) on 9/26/10 E2 got a call from E1. E1 informed E2 that R1 was being transported to the hospital. The blood sugar was low, no actual reading on the meter. E2 said the monitor stating low is critical. E2 said he came to the facility arriving at about 8:45 a.m. E4 was at the facility. E2 told surveyor about his interview with E4 which began facility investigation. E2 said E2 received statements from all staff.</p> <p>Surveyor interviewed E1 on 9/28/10 at 12:40 p.m. to clarify information. E1 said his telephone did</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 74</p> <p>not have service until 8:00 p.m. on Saturday 9/25/10.</p> <p>E1 said (9/28/10 at 12:40 p.m.) when E9 called Saturday 9/25/10 at approximately 4:00 p.m., a voice mail was left for him. E1 said he was notified on Sunday 9/26/10 there was no sugar or staff could not find it on 9/25/10. E1 said he does not know if there was sugar or not because E1 checked with the cook, E6, on 9/27/10. The cook told E1 there was a drawer full of sugar in the house. E1 was under the impression there was sugar in the house. E1 initially told E12 to mix sugar in water. E1 said the pantry is locked when the cook is off for the weekend. E1 and E6 have keys to the pantry. The cook, E6, puts food in the refrigerator and freezer for residents' needs. The pantry is locked because residents will go in the pantry and eat up all of the food. On 9/28/10 at approximately 1:00 p.m., surveyor observed the drawer in the kitchen where extra sugar is stored. There was one packet of sugar in the drawer. There was a container in a cabinet that contained approximately 3 to 4 tablespoons of sugar. The locked pantry was opened and surveyor observed sugar packets and loose sugar in container in a large amount. Peppermint candy was observed locked in the medication room.</p> <p>Z3, Medical Doctor, was interviewed 10/4/10 at 2:30 p.m. Z3 said he did not see any note about R1's prescription being changed from Actos to Glucotrol XL. Z3 said he last saw R1 on 5/18/10. Z3 said parameters for abnormal blood sugar high are 140 - 150. Parameters for blood sugar low are below 60, if below 60 orange juice should be given.</p> | W9999   |   |                      |   |

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>CAROLE LANE TERRACE</b> |   |   | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>1641 CAROLE LANE</b><br><b>SAUK VILLAGE, IL 60411</b>               |                      |   |
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| W9999  | <p>Continued From page 75</p> <p>Z1 was interviewed on 9/30/10 at 2:14 p.m. Z1 said the public guardian's office was notified on Sunday 9/26/10 regarding R1's hospitalization. The doctor from the hospital called the office because of R1's condition. R1 had urine and feces on him and had a low blood sugar and bruises on his knees. R1 had been allowed to lay on the floor several hours basically unresponsive. Z1 called the hospital for an update, R1 was in intensive care. Z1 spoke with E1, RSD. Z1 asked E1 for written documentation and a written report. The public guardian's office's resolution is to transfer R1 to a nursing facility because R1 needs more monitoring and structure. Z1 said, "we feel he needs 24 hour nursing and support for his medical needs."</p> <p>A facsimile (fax) report was received by the surveyor with documentation sent to Z1's office. The report reads as follows: "To whom it May Concern:</p> <p>"This is to inform on the incident regarding (R1), on Sat. 9/25/2010 &amp; Sun. 9/26/2010 from the RSD of (the facility, E1). At 4:00 pm on 9/25/2010, I received a call to my cell phone from (E9) (DSP) that (R1's) blood sugar was reading 'low' on the Blood sugar monitor, (E9) stated that she called the paramedics and that they said that he was ok after they gave him a glucose shot to boost his blood sugar. At around 8:28 pm I received a call from (E12) (DSP) stating that R1 was non-responsive. I asked was he breathing she replied, 'Yes'. I asked are his eyes open she replied, 'Yes'. I asked can you talk to him and he talks back, she replied, 'yes, he is refusing to get up off the floor.' I told (E12) that he does not want to get up let him lay on the floor he has that right and don't go into a power struggle with him about that, plus he has to get up when it's time</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 76</p> <p>for medication. (E12) called me again a little after 9:15 pm and said (R1) was now not having a low blood sugar reading and a number was not coming up. I told her I would call the nurse and ask her what we should do. I called the nurse and the executive director; they both told that (R1) needed to get sugar in his system. The nurse suggested that he drink juice with sugar in it or some candy like a peppermint. I called the facility and spoke with (E12) again and told her what the nurse suggested. At 11:30 pm I received a call from (E4) DSP, who stated that (R1) was on the floor and refusing to get up. I told (E4) that (R1) lying on the floor is not an issue and don't try to move him and let him lay there if he wants to, don't force him to get up. I also told (E4) to monitor (R1) and check on his sugar periodically. At 7:30 am on Sun 9/26/2010, I received a call from (E9) stating that (R1) was being taken to (the hospital) because he was not responding to her when she tried to wake him up. When I arrived to the hospital the nurses explained to me that (R1) was covered in feces. They also said that (R1) had bruises on his knees and elbows. I was never told of (R1) having a bowel movement on him and I was never contacted about any bruising to (R1) by my staff. The nurses told me that (R1) was in the Intensive care unit and was being monitored for progress. When I arrived back at the facility I told by staff on what was the new developments with (R1)."</p> <p>R5 was interviewed on 9/27/10 at 3:45 p.m. R5 said "he was sick. He goes to work shop and drinks pop for sugar. He was sick, couldn't get him in bed."</p> <p>R6 (58 year old male who functions in the Moderate range of Mental Retardation) was</p> | W9999   |   |                      |   |

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| W9999  | <p>Continued From page 77</p> <p>interviewed on 9/28/10 at 3:52. R6 said "I helped out, (R1) was sick, I don't know what happened."</p> <p>Surveyor requested evidence of staff training for blood glucose monitor use on 9/28/10 at 4:00 p.m. during the Daily Status Meeting. Surveyor was given an undated, document titled "Diabetic Care." It reads in part,</p> <p>"1. Authorized DSP are instructed per RN trainer to give anti-diabetic medications as ordered by physician. Training includes medication use, dose, time, frequency, side effects and reportable reaction per Rule 116. Drug reference resource available for DSP use.</p> <p>2. Authorized DSP are instructed to assist individual to obtain blood glucose levels per glucometer manufacturer instructions. DSP provide return demonstration of competency. Results outside of established parameters are to be reported to RN.</p> <p>3. All DSP demonstrate knowledge of basic signs of hypo and hyperglycemia (attached), appropriate interventions as recommended by physician, signs of emergency and notification of 911 when indicated. Reviewed policies 5.57 and 7.02."</p> <p>Policy No: 5.57 is titled Physical Injury and Illness/Individual Medical emergencies<br/>Policy reads in part<br/>"Individuals served by the agency shall receive timely and effective medical service for physical injuries and illnesses and medical emergencies.</p> <p>"Definitions Neglect: "Failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness."</p> | W9999   |   |                      |   |

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| W9999  | Continued From page 78<br><br>"Procedure<br>A. As soon as the injury or illness is determined to be a medical emergency, The DSP is to call 911 and follow the steps in F of this policy<br><br>B. Observe the individual to determine basic information necessary for nurses or physicians to make further judgments.<br><br>C. Notify the House Manager, QMRP or Administrator for consultation and direction.<br><br>F. In case of a medical emergency,<br>1. Notify the local emergency service to transfer (use 911 or local emergency number)"<br><br>Policy No: 7.02 is titled Nursing Services. The policy reads in part,<br>"the facility shall provide nursing services necessary to meet individuals' needs and to comply with licensing standards.<br><br>All individuals shall receive proper treatment of minor accidents and/or illnesses through the R.N. consultant."<br><br>The 9/1/10 through 9/30/2010 Medication Administration Record documents 9/25/10 7:00 a.m. blood glucose monitor reading as 44. The reading was taken by staff, E4. E4 also administered R1's Metformin Hcl 850 mg and Glucotrol XL 10 mg at 7:00 a.m. There is no evidence staff notified nursing or administration.<br><br>After R1 had been treated for a low reading by Emergency Medical Services on 9/25/10 at approximately 5:08 p.m., staff administered R1's 4:00 p.m. scheduled Metformin HCL 850 mg. | W9999   |   |                      |   |