

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

PRINTED: 03/10/2011  
FORM APPROVED  
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>145269</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED  <b>08/18/2010</b>
NAME OF PROVIDER OR SUPPLIER  <b>HOPE CREEK CARE CENTER</b>			STREET ADDRESS, CITY, STATE, ZIP CODE <b>4343 KENNEDY DRIVE EAST MOLINE, IL 61244</b>		
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F 441	Continued From page 43 his hands or use antimicrobial hand sanitizer. At 9:17am. Z1, (Certified Occupational Therapist) touched R27's shoulder twice, with ungloved hands. Z1 then touched a pen, paper, her hair, face, therapy work station counter, and then adjusted R27's oxygen tubing and nasal cannula without washing her hands or using antimicrobial hand sanitizer. Z1 then shook R40's hand and touched R40's glasses case. At 9:25am. Z1 and Z2, (Certified Occupational Therapist)s, with ungloved hands, touched R27's right hand/arm splint and fingers. Z1 and Z2 did not wash their hands, or use antimicrobial hand sanitizer. Z1 then touched two therapy work station counters and opened three drawers containing therapy department multi-resident use equipment and supplies searching for (type of material) to adjust/reinforce R27's right hand/arm splint. Z1 then touched R25 on the arm and R25's wheelchair. Z2 touched other work surface areas in the therapy department.  Z1, (Certified Occupational Therapist) on 8-12-2010 at 8:35am. stated, "The Therapy Department knows which residents are on Contact Isolation by the daily therapy schedule. Oh yes (R27) is on Contact Isolation. I did touch R27 and R27's oxygen tubing and did touch (R40) and (R25). I should have washed my hands."  On 8-12-2010 at 11:20am. E2, (DON) stated, "The facility contracts therapy." I don't know how therapy knows if a resident is on Contact Isolation. I'll find out."	F 441			
F9999	FINAL OBSERVATIONS  LICENSURE VIOLATIONS	F9999			

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F9999	<p>Continued From page 44</p> <p>300.1210a) 300.1210b)4) 300.3240a</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>b) General nursing care shall include at a minimum the following and shall be practiced on a 24-hour, seven day a week basis: 4) Personal care shall be provided on a 24-hour, seven day a week basis.</p> <p>Section 300.3240 Abuse and Neglect a) An owner, licensee, administrator, employee or agent of a facility shall not neglect a resident.</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 identify an abusive situation for one of one residents in a sample of 27, who receives daily spousal visits (R24). R24 was the subject of repeated mental abuse which culminated in physical abuse on 8/2/10 by R24's spouse.</p>	F9999			

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F9999	<p>Continued From page 45</p> <p>Findings include:</p> <p>An incident report forwarded to the State Agency on 8/2/10 and completed by E3 (Social Service Director) indicated that earlier that morning, E14 (Physical Therapy Assistant) witnessed R24's husband hit R24 on the left cheek with the back of his hand. The report stated that R24's husband was upset because R24 was refusing to participate in therapy. The report stated that E14 intervened, calmed both individuals, and agreed to come back for therapy later.</p> <p>The report stated that E3, after being informed of the incident by E14, interviewed R24, who verified that R24's husband did in fact hit R24 on the cheek earlier in the morning. R24 informed E3 that R24's husband had never done that before, but has been "verbally kind of rough before." R24 also told E3 that R24's husband is very frustrated because R24 does not want to do therapy.</p> <p>The report also stated that E3 talked with R24's husband about the matter, which he denied at that time. E3 offered counseling to him, because he was under stress with R24's recent medical problems, but he declined the offer.</p> <p>E14 (Physical Therapy Assistant) stated on 8/9/10 at 1:00 PM that E14 went into R24's room on the morning of Monday 8/2/10 to do therapy for R24. E14 said R24 was in bed at the time and refused therapy. E14 said that while E14 and R24 were talking, R24's husband entered the room. E14 said E14 explained the situation to the husband, who then "pushed" R24 to do the therapy. E14 said R24 got frustrated at that point and started crying. E14 said that R24's husband</p>	F9999			

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F9999	<p>Continued From page 46</p> <p>then told R24 to "Knock it off." E14 said that R24 then told E14, "See what I have to deal with." E14 said that at that point, R24's husband hit R24 on the left cheek with the back of his hand. E14 said that E14 then calmed the two down and was able to get R24's husband to step away. E14 said R24 then felt sick to her stomach, so E14 grabbed the emesis basin for her. E14 said R24 never had an emesis and then calmed down, so E14 left the room, which was unattended by other staff, to inform the charge nurse. E14 said the charge nurse was caring for another resident at that time, so E14 then went directly to E3 (Social Service Director) with the matter.</p> <p>E3 stated at 1:40 PM on 8/9/10 that E3 met with R24 alone, after E14 informed E3 of the incident on 8/2/10. E3 said that R24 informed E3 that that was the first time R24's husband had hit R24, although he had been "verbally rough" with R24 at times. E3 said R24 gave E3 permission to talk to the husband about his behavior, but when E3 did, he just denied the incident and refused E3's offer of counseling.</p> <p>E3 stated on 8/10/10 at 1:20 PM that Z6 (Psychologist) met with R24 late last week, and Z6 reported to E3 afterwards that Z6 found R24's husband to be "overbearing" and "in your face." E3 further added that when E3 had talked to R24 after the 8/2/10 incident, R24 denied being afraid of the husband when E3 had posed that question.</p> <p>E3 also stated that after the 8/2/10 incident with R24's husband, therapy staff work with R24 in the therapy room, away from the husband's oversight, if the staff are able to get R24 to agree to do therapy.</p>	F9999			

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F9999	<p>Continued From page 47</p> <p>Z6's Psychological Consultation report dated 8/6/10 indicated that R24 was seen because R24's anxiety level was interfering with rehabilitation, and R24's husband had become increasingly frustrated with R24. The report indicated that R24 is dependent on the husband, and that R24 is an anxious person. The report stated that during Z6's meeting with R24, the husband tried to "take over," so Z6 asked the husband to leave. The report stated that after R24's husband was invited back in the room later, the husband again "took over" and was literally "in her (R24's) face to an extreme." The report further stated that R24 was "on the verge of tears" at that point, and that the husband put his hand on her head, "like a parent might do with a child."</p> <p>Z6's report concluded with the analysis that the presence of a staff member or Z6 himself was not enough to deter the husband from his "overbearing" behavior, which the husband does not believe is offensive or wrong. The final statement of the report indicated that separation of the two at times would probably be the best alternative.</p> <p>R24's clinical record face sheet dated 8/11/10 indicated that R24 was first admitted to the facility on 5/28/10 and last re-admitted on 7/28/10 with diagnoses of Type I Diabetes, Unilateral BKA (Below the Knee Amputation), Toe Amputation, History of Peptic Ulcer Disease, Peripheral Vascular Disease, among others. R24's original care plan dated 6/16/10 indicated that when R24 was first admitted, R24 had pain related to a transmetatarsal amputation of the right foot. R24's updated care plan of 8/9/10 indicated that</p>	F9999			

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F9999	<p>Continued From page 48</p> <p>R24 had pain related to a recent right BKA. The care plans indicated that administration of Vicodin was the prescribed intervention for the pain.</p> <p>Nurse E16 stated on 8/10/10 at 12:50 PM that E16's assessment of the situation between R24 and R24's husband was that the husband was "very controlling" over R24. E16 said that one time while E16 was doing a treatment to R24's lower leg stump, after the last admission from the hospital for the right BKA, R24 was tearful for no apparent reason. E16 stated that E16 asked R24 what was wrong, but that R24 looked at E16 and would not answer. E16 stated that when E16 asked R24 if R24 wanted an "anxiety pill," R24 stated, "He won't let me," while pointing toward R24's husband. E16 stated that the husband then said, "No Doll, they have been approved." E16 stated that she then got R24 one of the pills.</p> <p>E16 stated that R24's husband has said to R24 in the past, while E16 was passing a pain medication to R24, "Do you really need one, Doll?" E16 also added that one day about two weeks ago (after R24 came back from the hospital for the BKA surgery), R24's blood pressure was high. E16 said R24 panicked and started complaining of chest pain. E16 stated that on that occasion, R24's husband started "berating" R24 because R24 did not feel well. E16 said R24 became "overwhelmed" with all the husband's questions and badgering at R24, causing R24 to start crying. E16 reported that the husband said to R24, "You didn't tell me your chest hurt. Are you sure?" E16 said that after E16 called for an ambulance, R24's husband seemed almost mad about it.</p>	F9999			

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F9999	<p>Continued From page 49</p> <p>E16 also said that at least twice, R24's husband has tried to transfer R24 by himself. E16 said that before R24's BKA some weeks ago, R24 fell in the bathroom while the husband was trying to do this, causing bleeding from the bandage where R24's right toes had been amputated. E16 stated that E16 and E3 have both instructed the husband in the past to not try to transfer R24 by himself.</p> <p>Nurse E15 stated on 8/10/10 at 10:45 AM that E15 has observed R24's husband to be "overbearing." E15 said that the husband often answers questions put to R24 for R24, or says, "Oh come on, Honey," when R24 does answer for herself.</p> <p>Nurse E17 stated on 8/10/10 at 10:30 AM that R24's husband comes and goes in the facility every day of the week, for at least six to eight hours per day. E17 said the husband often answers questions that E17 puts to R24 concerning how R24 is feeling or if R24 wants pain medication. E17 said that if R24 is able to request a pain pill, the husband has said things like: "You really don't need that," or "That's ridiculous." E17 also stated that the husband "tries to tell her (R24) what she (R24) needs or what she (R24) doesn't need."</p> <p>R24 was observed at various times during the survey with her husband in her room, in hallways, or playing cards in the Building 2 television lounge.</p> <p>A written statement dated 8/11/10 completed by nurse aide E24 indicated that at 12:30 PM that same day in the dining room, while E24 was monitoring R24 with R24's husband, the husband</p>	F9999			