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	145311	A. BUILDING _____ B. WING _____	R 03/21/2012

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
HILLCREST NURSING & REHAB CTR	777 DRAPER JOLIET, IL 60432

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{F 315}	Continued From page 4 increased and no urine return." This record also showed that R11 's "suprapubic catheter was removed after removing 50 cc of water from balloon."	{F 315}		
F9999	FINAL OBSERVATIONS Licensure Violations: 300.1210 b) Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall 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 resident care plan. 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. Restorative measures shall include, at a minimum, the following procedures: This Regulation was not met as evidence by: Based on observation, interview and record review, the facility failed to implement an ongoing skin monitoring and failed to revise interventions for preventative skin care . This applies to one of seven residents (R5) reviewed for risk of developing skin alterations in a total sample of 19.	F9999		

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Findings include:

R5 is a 55 year old with multiple diagnoses to include chronic schizophrenia, insulin dependent diabetes mellitus(IDDM), depression and anxiety.

Review of nursing documentation dated 2/7/2012 showed that R5 scored 11 (0 to 12= high risk) for Norton Risk Score (Nursing Assessment to Determine Resident at Risk for Developing Pressure Ulcer). On 2/8/2012, R5 scored 14 (moderate risk) for Norton Risk Score.

Review of R5's current care plan dated 2/8/2012 and 2/28/2012 reads:
" Problem: (R5) impairment of skin integrity : Right heel. Related to : Diabetes Mellitus, Psychogenic factors, Incontinence of Bowel, Decreased safety awareness. Manifested by : Diabetic ulcer to right Heel."
"Approach: Nurses: Assess skin condition daily and note any changes, treat as ordered. Nurse's Aide: Assist with hygiene and general skin care. "

Review of current POS (Physician order sheet) dated 1/10/2012 for R5's whole body to be applied with moisturizer twice daily.

Review of Treatment Administration Record (TAR) for the month of March 2012 showed the moisturizer was not signed by staff to indicate it was applied as ordered.

On 3/15/2012 at 11:00 A.M., E13 (licensed practical nurse/treatment nurse) stated R5 is high risk for skin breakdown or alteration. E13 also

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stated that R5's diabetic foot ulcer to the right heel was recently healed on 2/28/2012. E13 further stated that R5's skin check should be done daily and that skin check be documented on shower check form (R5's shower schedule two times a week - Wed. day shift , Saturday evening shift), TAR, and nursing documentation.
At 11:15 A.M., a skin assessment was requested to R5. R5 was in bed in his room. As E13 removed R5's shoes and exposed R5's lower extremities, noticeable swelling and inflamed redness was noted on R5's right leg mid calf area all the way to the ankle. R5 's healed diabetic foot ulcer site was adjacent to the swelling and redness. R5 stated " May I have a wheelchair, I'm having pain on my right leg/foot and I can't hardly walk." When asked, R5 cannot remember when the swelling/redness /pain started. E13 stated that she was not aware of this skin problem, " it looks like a cellulitis, I will call the doctor now."

On 3/15/2012 at 11:30 A.M., E12 (CNA- certified nurse assistant), E4(Licensed practical nurse) both stated that they have not check R5's skin for any potential problems nor they were aware of the swelling and redness.

Review of nursing documentation from 2/28/2012, shower schedule for the month of March 1 to 15, 2012, TAR for the month of March 1,-15, 2012 showed that there was no documentation regarding an ongoing skin monitoring to address R5's potential skin problems.
E13, E4 validated that there was no documentation for March 1-15 , 2012 that a shower and a skin check was done to R5 . E13 also validated there was no documentation on the

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F9999	Continued From page 7 TAR and nursing notes that would indicate R5's skin check was done to R5 for the time period that was mentioned. Review of R5's " CNA- (Certified Nurse Assistant) ADL (Activities of Daily Living) Tracking Form for the month of March 2012 showed that R5 bathing/shower " did not occur " from March 1-15,2012. E13, E4 validated there was no documentation for March 1-15 , 2012 shower and a skin check was done to R5 . E13 also validated that there was no documentation on the TAR and nursing notes that would indicate R5's skin check was done to R5 for the time period that was mentioned. E13 and E4 also stated that "R5 must have refused his shower." E14 validated there was no revision of skin care plan when R5 shower had not been provided. Review of POS showed a physician order for 3/15/2012 for antibiotic for right lower extremity cellulitis. (B) 300.610a) 300.1010h) 300.1210b)2) 300.3220f) 300.3240a)	F9999		

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F9999	Continued From page 8 Section 300.610 Resident Care Policies 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. Section 300.1010 Medical Care Policies 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.	F9999		

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F9999	Continued From page 9 Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall 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 resident care plan. 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. Restorative measures shall include, at a minimum, the following procedures: 2) All treatments and procedures shall be administered as ordered by the physician. Section 300.3220 Medical Care f) All medical treatment and procedures shall be administered as ordered by a physician. All new physician orders shall be reviewed by the facility's director of nursing or charge nurse designee within 24 hours after such orders have been issued to assure facility compliance with such orders. (Section 2-104(b) of the Act) Section 300.3240 Abuse and Neglect	F9999		

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F9999	Continued From page 10 a) An owner, licensee, administrator, employee or agent of a facility shall not abuse or neglect a resident. (Section 2-107 of the Act) These Regulations are not met as evidenced by: Based on observation, interview and record review, the facility failed to assess, obtain physician order and follow facility policy to ensure proper care of a suprapubic catheter. (R11) reviewed for bladder function. This failure resulted in R11's excruciating pain. R11 was sent to the hospital due to pain and evaluation of suprapubic catheter. Findings include: R11 is a 35 year old with multiple diagnoses to include schizoaffective affective disorder, seizure, CVA (cerebral vascular disorder), obesity and diabetes mellitus. Review of current POS (Physician Order Sheet) dated March 2012 showed that R11 has a suprapubic catheter, size 16 with 30 cc balloon. Review of current care plan dated 3/15/2012 showed that R11 has a suprapubic catheter due to traumatic hypospadia, hemiparesis and spastic neurogenic bladder. Review further of the care plan also indicated for nurses to address R11's catheter as follows: -observe, assess and evaluate urine for color, odor,clarity, volume -monitor vital signs if signs and symptoms of	F9999		

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infection
-assess for abdominal pain distention, sensation of bladder feeling full
- notify physician as indicated

On 3/20/2012 at 11:30 A.M., R11 was observed alert and oriented X 3. R11 has a suprapubic catheter connected to a urinary drainage bag. Surveyor observed few blood clots in the catheter tubing and noted that the urine was blood tinged in color. During this observation, R11 stated " I was sent to the hospital last night because of an excruciating pain from my catheter(suprapubic) and there was also blood in the tubing. The nurse flushed my catheter last night because I was having pain from my catheter. My pain got worst after the nurse flushed my catheter." R11 also stated while at the hospital, there was a 50 cc amount of water removed from the suprapubic catheter balloon.

E3(Director of Nursing) was prompted to view R11's urine output on 3/20/2012 at around 11:40 A.M. E3 confirmed R11 was sent to the hospital because of increased pain after E7(licensed practical nurse) irrigated R11's suprapubic catheter. E3 also stated E7 failed to do the following measures to ensure proper suprapubic catheter care:
- failed to follow facility policy to notify nurse supervisor/Director of Nursing when R11 complained of suprapubic pain/ feeling of full bladder
- failed to notify physician
- should have not irrigated the suprapubic catheter
- failed to document if an assessment was done

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and what measures were taken
E3 also stated there was a 50 cc of water removed from the suprapubic catheter balloon when R11 was at the emergency room at the hospital. As E3 indicated, E7 must have used the wrong entry port by using the balloon port instead of using the port for irrigation.

Review of facility's policy for "Suprapubic Catheter Care " showed "Should the resident indicate that his or her bladder is full or that he or she needs to void, report it immediately to your supervisor."

On 3/20/2012 at 3:42 P.M., Z1 (attending physician) stated he should have been notified when R11 complained of suprapubic pain. Z1 also stated that if he would have been notified, Z1 would NOT order to irrigate R11's suprapubic catheter. Z1 added he would have ordered for R11 to be sent to the hospital and a urologist follow up. Z1 further stated he cannot explain how the catheter balloon was found with a 50 cc water if the balloon was only intended for 30 cc. Z1 also stated that the possible explanation could be the nurse used the wrong entry port which was the balloon port when the suprapubic catheter was irrigated.

Review of the nurse's documentation dated 3/20/2012 showed at 12:53 A.M., R11 was yelling as if in pain and R11 stated " it feels like my penis is turning inside out." This documentation also indicated there was a medium amount of blood noted on R11's gown and also on the suprapubic

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F9999	Continued From page 13 site. R11 was sent to the hospital on 3/20/2012 at 1:10 A.M. and returned back to the facility at 4:25 A.M. Review further of this documentation showed the 3-11 P.M. nurse (E7) "flushed (R11's catheter because (R11) was complaining of pain. (R11's) was hurting prior to (E7) flushing the catheter, but worsen after being flushed." There was no documentation made by E7 on 3/19/2012 to indicate details regarding the irrigation, assessment and any measures taken to ensure proper care for suprapubic catheter. Review of the Medication Administration Record (MAR) for the shift of 11-7 shift on 3/20/2012 showed R11 scored 10/10 for pain scale (excruciating pain). Review of hospital emergency record dated 3/20/2012 indicated "(R11) states nursing home tried to flush suprapubic catheter but pain increased and no urine return." This record also showed that R11 's "suprapubic catheter was removed after removing 50 cc of water from balloon." (B)	F9999		