

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145257	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 11/14/2024
NAME OF PROVIDER OR SUPPLIER Crystal Pines Rehab & Hcc		STREET ADDRESS, CITY, STATE, ZIP CODE 335 North Illinois Avenue Crystal Lake, IL 60014	

For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)
<p>F 0600</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>47552</p> <p>Based on observation, interview and record review the facility failed to ensure 1 of 4 residents (R8) was free from verbal and mental abuse when a staff member repeatedly told R8 that his genitalia was tiny and escalated to saying R8's genitalia is useless and should just be cut off. This verbal assault resulted in R8 feeling very hurt, angry, feeling pain, and significant distress from the verbal abuse.</p> <p>This failure applies to 1 of 4 residents (R8) reviewed for mental abuse in the sample of 14.</p> <p>This failure resulted in an Immediate Jeopardy.</p> <p>The Immediate Jeopardy began on 11/7/24 when R8 notified V2 (Director of Nursing) and V1 (Administrator) that V10 (Certified Nursing Assistant- CNA) repeatedly told R8 that his genitalia was tiny and escalated to V10 saying R8's genitalia is useless and should just be cut off. V15 (Assistant Administrator) and V17 (Regional [NAME] President) were notified of the Immediate Jeopardy on 11/14/24 at 8:14 AM. The surveyor confirmed by observation, interview, and record review that the Immediate Jeopardy was removed, and the deficient practice corrected, on 11/11/24, prior to the start of the survey and was therefore Past Noncompliance. This Past Noncompliance occurred from 11/7/24 to 11/11/24.</p> <p>Findings include:</p> <p>R8's Face Sheet dated 11/13/24 shows R8 has diagnoses that include spina bifida, suicidal ideations, bipolar disorder, major depressive disorder, and anxiety disorder.</p> <p>R8's Minimum Data Set assessment dated 9/11/24 shows R8's Brief Interview for Mental Status (BIMS) results were 14 out of 15, indicating R8 is cognitively intact.</p> <p>On 11/13/24 at 8:58 AM, V1 (Administrator) said V10 (CNA) was immediately suspended on 11/7/24 and an initial investigation into the incident was started. V10 was later terminated on 11/12/24 for the remarks that were made towards R8.</p> <p>(continued on next page)</p>

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE
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<p>F 0600</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>On 11/13/24 at 9:10 AM, R8 said that R8 and V10 (CNA) initially had a good relationship. After some time of V10 working with R8, R8 said V10 would constantly find the need to make fun of R8's anatomy and verbally assault him. R8 said the names were very hurtful and he would get angry at V10 and yell at him to shut up, get out of my face, and I (R8) don't ever want to see you again. R8 said there were even times that R8 would get so angry, he wanted to physically strike V10 in the face so V10 could feel a fraction of the pain that V10 had put R8 through. R8 mentioned that R8 would dread the 2:00 PM shift change, knowing that was when V10 typically worked with R8. R8 could not definitively say how long V10 was saying these things to R8 but knew it was going on for multiple months. R8 never told anybody about the incidents in fear that V10 would lose his job. R8 did not want to be responsible for V10 losing his job knowing V10 recently had a baby. R8 ended the interview with R8 wiping away a tear from R8's left eye stating, I would like to be done talking about the incident.</p> <p>On 11/13/24 at 9:26 AM, V9 (Former CNA) said a few months ago, V9 overheard R8 calling V10 stretch because V10 is tall and V10 responded calling R8 tiny. V9 called V10 out of the room and questioned why V10 called R8 tiny. V10 responded saying it was in reference to R8's penis size. V9 told V10 that is considered sexual abuse and he should not be saying that. V10 responded to V9 saying, I don't care at first and later said, okay, okay, I'll stop.</p> <p>On 11/13/24 at 10:30 AM, V1 (Administrator) said R8 confided in V1 stating that V10 would call his penis tiny. R8 stated the comments were escalating recently to where V10 would tell R8 that his genitalia was useless and should just be cut off.</p> <p>On 11/13/24 at 11:45 AM, V2 (Director of Nursing) said R8 approached her on 11/7/24 to talk to her about an issue R8 was having. R8 began the conversation stating that R8 was not very blessed in the male genitalia area and V10 calls him tiny. R8 stated he used to try and laugh it off but R8 now gets really mad about the comments from V10. R8 told V2 that V10 makes fun of R8 until R8 gets mad at V10 and begins yelling and screaming at V10. R8 also told V2, DON that sometimes V10 makes fun of (R8's) disability. V2 said this was the first time R8 had brought this to V2's attention.</p> <p>The facility provided Investigative Summary dated 11/11/24 states, . [R8] said he (R8) initially tried not to let it bother him (R8), but it had been ongoing for several months and had caused him (R8) significant distress, while he (R8) often tried to laugh it off, he (R8) admitted that these remarks had deeply hurt him (R8).</p> <p>On 11/13/24 at 1:55 PM, V16 (Medical Director) said he spoke with R8 and R8 stated he was very sad and upset about the incident. R8 said it was not a one-time thing and it was a repeated offense. V16 said there is no question that this incident has effected R8's well-being and daily living. V16 said if a staff member were to make fun of a resident's penis it would be considered a form of abuse, especially knowing it has effected his well-being.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Immediate jeopardy to resident health or safety</p> <p>Residents Affected - Few</p>	<p>The facility Abuse, Prevention and Prohibition Policy revised 01/2024 states, Each resident has the right to be free from abuse, corporal punishment, and involuntary seclusion. Residents must not be subjected to abuse by anyone, including, but not limited to, facility staff, other residents, consultants or volunteers, staff of other agencies serving the resident, family members or legal guardians, friends, or other individuals . When an employee is the alleged perpetrator of abuse or neglect, that employee shall immediately be barred from any further contact with residents through suspension, pending the outcome of the facility investigation, prosecution, or disciplinary action against the employee . Definitions: .Mental abuse includes but is not limited to, humiliation, harassment, and threats of punishment or deprivation. Mental abuse includes but is not limited to, abuse that is facilitated or caused by nursing home staff taking or using photographs or recordings in any manner that would demean or humiliate a resident.</p> <p>The Immediate Jeopardy that began on 11/7/24 was removed and the deficient practice was corrected on 11/11/24 when the facility:</p> <ul style="list-style-type: none"> -Took immediate action to protect the resident by suspending the staff member's employment on 11/7/24 and then terminating the employee from the facility on 11/12/24. -Provided an in-service for all staff regarding abuse education on 11/8/24. -An Emergency Quality Assurance Performance Improvement meeting was held with the interdisciplinary team and medical director on 11/11/24. -On 11/9/24, the facility conducted twenty-seven interviews of alert and oriented residents with no additional outcomes of abuse. -The facility initiated and is conducting ongoing audits by interviewing five staff members weekly for 60 days to ensure compliance. The facility is also interviewing three residents weekly for the next 60 days to ensure that residents have no concerns with abuse allegations. 		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>47552</p> <p>Based on interview and record review the facility failed to immediately report staff to resident verbal and mental abuse to the Administrator and local law enforcement for 1 of 4 residents (R8) reviewed for abuse in the sample of 9.</p> <p>Findings include:</p> <p>A facility provided investigation summary completed by V1 (Administrator) shows on 11/7/24, R8 reported to V2 (Director of Nursing/DON) that a former Certified Nursing Assistant (CNA) identified as V10 had been making fun of his genitalia. V10 (CNA) was referring to R8's penis as being tiny and it was useless and should just be cut off. The investigation shows that V9 (former CNA) confirmed that V10 had made fun of R8 calling him tiny and V9 said she had told V10 that this was sexual harassment and he should stop. The investigation shows V9 reported she had thought V10 had stopped doing this to R8.</p> <p>On 11/13/24 at 9:10 AM, R8 said that V10 had been making fun of his penis size but he did not report it to anyone because he did not want R8 to lose his job.</p> <p>On 11/13/24 at 9:26 AM, V9 (CNA) said that she was present in the room months ago when V10 was providing care to R8. She was helping R9 (R8's roommate) at the time and heard V10 calling R8 tiny and she wondered why he was doing that because R8 is not a tiny person. V9 said she called V10 out in the hallway and asked him what he was talking about and V10 said he was joking with R8 about his penis size. V9 said she told V10 he needed to stop and not do that because it was sexual harassment. V10 told her he would stop doing that and they were just joking around. V9 said she reported what V10 had said to R8 within the same hour it happened to her CNA supervisor V11. V9 said she did not ever witness this happen again and R8 never complained about it happening to her. V9 said V1 is the administrator and the abuse coordinator and abuse should be immediately reported to a supervisor who will report it to V1 or report it directly to V1. V9 said looking back she wishes she would have called V1 directly but at the time V1 was new to the facility.</p> <p>On 11/13/24 at 10:00 AM, V11 (CNA scheduler) said it was not reported to her months ago by V9 about V10 making fun of R8. V11 said she was called last week by V2 (DON) and asked to take V10 off the schedule but prior to that she was not aware of any incident occurring involving mental abuse for R8. V11 said after she removed V10 from the schedule last week she got a phone call from V9 asking why V10 was removed from the schedule and she asked if V10 was making fun of R8 calling him tiny. V11 said she immediately told V2 that V9 may know something about the abuse allegation for R8. V11 said any allegations or witness of abuse should be reported to the administrator immediately. V11 said making fun of a residents genitals would be mental abuse.</p> <p>(continued on next page)</p>		

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<p>F 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 11/13/24 at 10:30 AM, V1 (Administrator) said that it was reported to her on 11/7/24 that R8 had made an allegation of abuse to V2 (Director of Nursing/ DON) who reported it to her immediately. She interviewed R8 and he confirmed that V10 had been making fun of his penis for months. V1 said she was never informed of the situation that V9 witnessed between V10 and R8 months ago. The first she was made aware of any incident was last week. V1 said both V9 and V10 have been terminated. V1 said when V9 heard what she thought maybe abuse months ago it should have been reported to her immediately. V1 said staff are trained on hire, and more frequently then on an annual basis about reporting of abuse.</p> <p>V9's employee file shows she was hired at the facility on 3/22/22. Her training profile shows she had computer based abuse training on the following dates: 3/23/22, 5/3/22, 1/4/23, 3/9/23, 12/7/23, 1/2/24, 1/18/24, 2/20/24, 2/22/24, and 5/21/24.</p> <p>The facility provided Abuse, Prevention and Prohibition Policy revised 1/2024 shows employees should immediately report any abuse to the facility administrator or the designated representative in the administrators absence. This policy documents the facility is to report to law enforcement no later than 2 hours after the allegation is made.</p>		