STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	145333	A. Building B. Wing	11/26/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
West Suburban Nursing & Rehab Center	311 Edgewater Drive Bloomingdale, IL 60108

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)
F 0745 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	Provide medically-related social services to help each resident achieve the highest possible quality of life. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on interview and record review, the facility failed to provide transportation services for a resident requiring an appointment with a medical specialist.This applies to 1 of 3 residents (R127) reviewed for social services in a sample of 35.The findings include:On 11/23/2025, R127's family member (R128) said he was concerned about R127's general medical decline related to her abdominal mass that was found in June 2025. R127's family member said she missed her ordered oncology consultation appointment in July because the facility did not make proper arrangements. R127's family member said the facility informed him that her appointment was missed due to her insurance coverage. He said he then accompanied R127 to her rescheduled appointment on 8/28/2025. R127's family member said V21 (Oncologist/Physician) inquired why she did not follow-up sooner, as originally ordered. R127's family member said she was then referred to another specialist (gynecologist-oncologist) and now requires a biopsy to determine her cancer treatment. On 11/24/2025 at 1:40 PM, R127 was sitting up in her wheelchair. R127 said she had returned from the hospital but was unable to provide information regarding her recent hospitalizations and recently diagnosed cancer.On 11/24/2025 at 12:40 PM, V4 (Nurse Practitioner/NP) said he assessed and reviewed R127's hospital documents when she was readmitted on [DATE]. V4 said R127's hospital CT (computer tomography) scan in June 2025 showed an accidental finding of an ovarian mass. V4 said he informed the facility of R127's required oncology consultation. V4 said R127 was finally seen by the oncology team on 8/28/2025, after she missed her original appointment on 7/03/2025. V4 said R127 was then referred to a gynecologist-oncologist specialist on 10/30/2025 and now required a biopsy. V4 said residents should follow up with a specialist as ordered to prevent delay in care management.V4's progress note dated 7/10/2025 said the facility staff was to coordinate R127's ordered consultation with V21 (Oncologist) for her 13 cm (centimeters) complex cystic solid mass found in her uterus.On 11/24/2025 at 1:45 PM, V20 (Licensed Practical Nurse/LPN) said she believed R127 missed her original oncology appointment because of her insurance. V20 said nurses completed a Resident Doctor's Appointment Transportation form when they received an order for medical appointments. V20 said the forms were then given to V18 (Transportation Scheduler) to ensure transportation arrangements were obtained.On 11/24/2025 at 1:25 PM, V18 (Transportation Scheduler) said R127's oncology appointment on 7/03/2025 was cancelled due to transportation. V18 said outside transportation services required four-day advance notifications and did not include weekends, and the facility also had their own bus transportation available for appointments if needed. V18 said she was not notified of R127's rescheduled appointment on 7/10/2025. V18 said she was notified of her rescheduled appointment on 8/28/2025, and transportation services were done with the facility's bus. On 11/24/2025 at 1:20 PM, V19 (Oncology Receptionist) said R127's appointment records showed her 7/03/2025 appointment was cancelled by the facility because V8 (Registered Nurse/RN) reported R127 was not feeling well. V19 said on 7/10/2025 for R127 was no show for her rescheduled appointment. V19 said they called the facility and left a message with the receptionist to have the nurse call the office. V19 said the office did not have any conflicts with R127's insurance (continued on next page)

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE	TITLE	(X6) DATE

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F 0745 Level of Harm - Minimal harm or potential for actual harm Residents Affected - Few	provider. R127's Resident Doctor's Appointment/Transportation form dated 6/27/2025 (5-weekday notice) showed a request for transportation for her oncology appointment scheduled for 7/03/2025. The form notes the appointment had to be rescheduled due to a 2-day notice and other appointments scheduled. The facility's policy titled Guidelines for Resident Appointments Outside the Facility, dated 5/14/2023, said transportation for residents with required doctor appointments, such as consults would be coordinated by the facility. The transport would be secured according to medical necessity, such as for routine non-emergency situations, transportation services may include local services or the facility's provider. And if, for any reason, an ordered/scheduled appointment was missed, the facility would notify all parties and reschedule as appropriate.