

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145387	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 03/23/2026
NAME OF PROVIDER OR SUPPLIER St Anthony's Nsg & Rehab Ctr		STREET ADDRESS, CITY, STATE, ZIP CODE 767 30th Street Rock Island, IL 61201	
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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure residents have reasonable access to and privacy in their use of communication methods.</p> <p>Based on observation, interview, and record review the facility failed to ensure there was reasonable access to phone communication for residents (R1 & R3) reviewed for residents' rights in the sample of 7. The findings include: On 3/18/26 at 11:47 AM, V16 Paramedic stated the facility got rid of their landlines and switched to cell phones. V16 stated they had their dispatch call the cell phone and they could not get anyone to answer. On 3/22/26 from 9:35 AM - 9:56 AM there wasn't a receptionist at the desk at the entrance of the facility. The phone was ringing and there wasn't anyone there to answer it. V4 Housekeeper came to the reception area and stated there wasn't a receptionist today; and yesterday they did not have one until 12:00 PM. On 3/22/26 at 10:22 AM, on the second floor the land line was not operational. The cell phone for the floor was sitting inside the nurse's station. V5 Certified Nursing Assistant - CNA was sitting on the other side of the nurse's desk in the hallway area. On 3/22/26 at 10:39 AM, V2 Assistant Director of Nursing - ADON stated every floor has one cell phone that is used by the staff and the residents. The floors don't have landlines. The nurse is supposed to always carry the phone with her. V2 stated from 8:00 AM - 8:00 PM there is a receptionist at the front desk that transfers the calls to the cell phones. After hours the landline should be switched so calls that come in go to the second-floor cell phone. The nurse is responsible for always answering the cell phone during their shift. There should not be a reason for the phone not being answered. V2 did not know why there wasn't a receptionist this morning. On 3/22/26 at 11:21 AM, V1 Administrator stated, there is always someone at the reception desk from 8:00 AM to 8:00 PM. The receptionist answers the phone during those hours and sends the calls to the cell phones. Each floor has a cell phone. V1 stated he did not know why there wasn't someone at the desk this morning. On 3/22/26 at 11:32 AM V6 (R1's wife/power of attorney) stated there is a certain number that you must call at night to get anyone at the nursing home. V6 stated they have tried to get people before and were not able to. Her granddaughter called and no one answered the phone. There were times they couldn't reach anyone. On 3/22/26 at 11:59 AM, V1 Administrator stated the cell phone on each floor is used by staff and residents. The residents use cell phones to communicate with their families. The nurse on duty should carry the phone. During the hours from 8:00 AM - 8:00 PM calls are transferred from the switchboard to the cell phones. After 8:00 PM there isn't anyone to answer the phone. There is a recording that gives the caller a number to press to leave a message for the business office, administrator, social services etc. The hospitals have direct cell phone numbers. V1 confirmed the police, paramedics, fires stations, etc. do not have the cell phone numbers and would not be able to call them directly after hours. On 3/22/26 at 12:50 PM V8 (R3's mother/POA) was feeding R3 her lunch. V9 (R3's sister) was sitting in a chair in R3's room. V8 (R3's Power of attorney - POA) stated she has had problems when she has called the facility with no one answering the phone. V8 stated the staff do not answer the cell phone. V9 stated she had problems with the phone not being answered when she called. On 3/22/26 at 1:07 PM, V10 (Registered Nurse) stated the phone system here is a problem. Families have complained that they will call, and no one answers. There is a cell phone, one cell phone that the staff and the resident's use. There are text messages to the doctor and communication back and forth on the phone. The residents can see that when they use the phone and can read information about other residents. V10 stated she has complained about that and (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 0576</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>families calling with no one answering the phone. The facility's Resident Rights policy (7/28/25) showed the policy was to ensure that all residents in our care are treated with dignity, respect, and fairness while safeguarding their rights, safety, and access to services.</p>		