

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145654	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  10/11/2024
NAME OF PROVIDER OR SUPPLIER  Lakeview Rehab & Nursing Center		STREET ADDRESS, CITY, STATE, ZIP CODE  735 West Diversey Chicago, IL 60614	

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 - Minimal harm or potential for actual harm</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><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 15301</p> <p>Based on interview and record review, the facility failed to prevent staff (V3-Former Receptionist) from verbally abusing one of three residents (R2), reviewed for abuse in a total sample of three residents.</p> <p>Findings include:</p> <p>R2's Face Sheet documents R2 is a [AGE] year-old admitted to the facility on 8.3.2021, with diagnoses including but not limited to: Diabetes Mellitus with Hyperglycemia, Venous Insufficiency (Chronic) (Peripheral), Lack of Coordination, and Morbid (Severe) Obesity Due to Excess Calories. R2's MDS (Minimum Data Set, dated dated 9.24.2024) documents R2's BIMS (Brief Interview for Mental Status) as 15 or cognitively intact.</p> <p>Facility's Final Incident Report of 9.13.2024, documents: Brief Description of Incident: Resident (R2) alleged that receptionist (V3-Former Receptionist) was verbally discourteous to her (R2).</p> <p>Immediate Action Taken: Body assessment completed with no findings. (R2) states she feels safe in the facility. (R2) declined (local police) involvement. (R2) was assessed for safety. No concern noted. Physician was notified. Employee was suspended pending investigation.</p> <p>Conclusion: Investigation completed. (R2) declined police involvement. (R2) stated that she was not physically hurt and did not suffer any emotional or mental distress as result of the conversation that occurred between her and the receptionist. After investigating the matter and speaking to possible witnesses, the (facility) was able to (unsubstantiate) any allegation of abuse. (R2) feels safe in the facility. Assessments and care plans will be updated as needed.</p> <p>10.8.2024, at 3:01 PM, R2 said two CNAs (Certified Nursing Assistants) were by the main entrance, asking what the security code was for the door. R2 said she said the code out loud and V3 (Former Receptionist) yelled at R2, shut the f*** up. R2 said R4 was a witness to the incident. R2 said she reported the incident to V1 (Administrator) who apologized to R2. R2 said felt V3's behavior was abusive.</p> <p>10.8.2024, at 1:45 PM, R4 said she heard V3 (Former Receptionist) curse at R2 because R2 gave her the code to the door.</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 - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>10.8.2024, at 10:31 AM, V5 (Receptionist) said she heard about the incident involving R2 and V3 (Former Receptionist). V5 said it's abuse, staff can't swear at residents.</p> <p>10.9.2024, at 11:27 AM, V7 (Restorative Aide) said R2 approached V7 on 9.10.24. R2 asked if she could ask V7 a question. V7 said R2 asked her if a staff member told R2 to shut the f*** up, was that, okay? V7 said, I told R2 no, that's verbal abuse. I told her she needed to report it to V1 (Administrator). I notified V2 (Director of Nursing) of R2's allegation.</p> <p>10.10.2024, at 10:18 AM via telephone, V10 (Certified Nursing Assistant) said, I was working on 9.10.2024. I was going out of the building, V3 (Former Receptionist) buzzed me out. I don't recall seeing any staff or residents in the reception area, I don't recall V3 saying anything. V10 said it's considered verbal abuse if a staff member swears at resident.</p> <p>10.10.2024, at 11:35 AM V2 said, I wasn't in the facility when the incident (alleged staff to resident verbal abuse involving V3-Former Receptionist and (R2) happened. V7 (Restorative Aide) reported the incident to me when V7 could not reach V1 (Administrator).V2 said, I was able to reach V1. V2 said if there were witnesses, then it's considered abuse, if there are no witnesses then it's a he said, she said (argument or dispute where the truth is hard to determine due to conflicting accounts of those involved). R2 told me what happened the next day. R2 asked me if I heard what happened, that V3 told R2 to shut the f*** up.</p> <p>10.10.2024, at 12:05 PM V11 (Social Service Coordinator) said, I was not present when incident happened. I was told by my supervisor to follow up with R2. R2 told me she was sitting at the front desk, that V3 (Former Receptionist) said something disrespectful to R2. I can't remember if R2 said V3 cursed at her, that's verbal abuse. If the statement was made, regardless of whether the resident said they felt safe in the facility or did not feel threatened, that's still abuse.</p> <p>10.10.2024, at 12:42 PM V4 (Admissions Director) said if a staff member tells a resident to shut the f*** up that is verbal abuse regardless of whether that resident says they feel safe in the facility or do not feel threatened.</p> <p>10.10.2024, at 1:41 PM, V1 (Administrator) said, I was made aware via phone by V2 (Director of Nursing) that R2 might have some concerns. I called the facility, I spoke with V3 (Former Receptionist). I asked V3 if she had any interactions with R2, she said yes. V3 told me R2 was sitting by the wall (reception area) and was giving the building code to other residents that were passing by or in the area. She (V3) said she told her (R2) to stop passing the code out. I told her that a resident stated that she used profanity, V3 denied it. She was suspended pending outcome of the investigation. I investigated incident. At the end of the investigation, I was not able to substantiate abuse but determined that V3 may have had an inappropriate communication with R2. I couldn't figure out what verbiage V3 used but determined that she most certainly made R2 feel uncomfortable. R2 said she felt safe, did not experience physical or emotional disturbance from the incident. If a staff member curses at a resident, it is considered verbal abuse.</p> <p>(continued on next page)</p>		

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<p>F 0600</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>10.9.2024, 6:52 PM Nursing Progress Note Late Entry documents in part: Writer was informed by administrator, that resident reported that staff was (inappropriate) towards. Resident immediately removed from the scene and assessed by clinical nurse with no injuries notes (noted). Resident denies pain, vitals (vital) signs are WNL (within normal limits). Per administrator resident did not want to notify 911. Resident is responsible party and MD (Medical Doctor) were notified with no new orders. Facility protocol implemented.</p> <p>Facility's Abuse Prevention Program policy (Revised 1.2029) documents in part: Policy: It is the policy of this facility to prohibit and prevent resident abuse, neglect, exploitation, mistreatment, and misappropriation of resident property and a crime against a resident in the facility.</p> <p>Abuse and Crime Reporting Policy: This facility will not tolerate resident abuse or mistreatment or crimes against a resident by anyone, including staff members, other residents, consultants, volunteers, and staff of other agencies, family member, legal guardians, friends, or other individuals. For the purposes of this policy, and to assist staff members in recognizing abuse, the following definitions shall pertain: 2. Verbal Abuse: Any use of oral, written, or gestured language that includes disparaging and derogatory terms to residents or their families, or within their hearing distance, to describe residents, regardless of their age, ability to comprehend or disability.</p>