| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: | (X2) MULTIPLE CONSTRUCTION | (X3) DATE SURVEY COMPLETED |
|---|---|---|---|
| | 145669 | A. Building<br>B. Wing | 07/02/2024 |

| NAME OF PROVIDER OR SUPPLIER | STREET ADDRESS, CITY, STATE, ZIP CODE |
|---|---|
| Elevate Care Waukegan | 2222 Audrey Nixon Boulevard<br>Waukegan, IL 60085 |

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 0600<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Few | Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.<br><br>35119<br><br>Based on observation, interview, and record review, the facility failed to ensure a resident was free from verbal abuse for 1 of 5 residents (R4) reviewed for abuse in the sample of 11.<br><br>The findings include:<br><br>The facility's Interview with R4 shows, (R4) went out in hall to look for someone because (R5's) machine was beeping. I talked to a tall black lady with short red hair. I told her that my brothers' concentrator was beeping and that I put my own pulse ox (oxygen saturation) on him and his oxygen was now 93% and it was going down. (V12) walked by me and yelled 'F**k this, I am F**king tired of this, I am F**king done.' I went back to my room to see how (R5) was. The machine was still amber and red so I went to nurses station to see who was in charge, it was (V9, Licensed Practical Nurse/LPN) and (V8, RN). I was telling them what was happening and then (V12) came around the corner and yelled at me 'You and your brother keep threatening me!' (V12) kept walking towards me yelling and threatening me. I yelled back at him and said, 'This is you last f**king day, you can't threaten me!' (V12) yelled 'F**k your brother, I am not going to do shit for him.' When asked Do you feel safe by V1, Administrator, R4 responded, I do now. When he is not my nurse or in the building, I am fine. But if he is my nurse I feel like he is going to give me something he shouldn't.<br><br>The facility's Interview with V12 shows, Everything was fine until the end of my shift when I was doing rounds. I went to check on (R4's) brother, (R5). When I walked into their room, (R4) informed me that (R5's) concentrator was broken. (R5) was hiding the concentrator from me, so I wouldn't notice that he moved it up to 10 Liters. I informed (R5) that is way too high, and he said, 'I am going to get a contract against you'. I informed him that I was going to make a report about the concentrator. I walked to the nurses station and (R4) came over and said, 'This dumbass isn't doing his job' and how he was going to get me fired. I first said, 'Don't threaten me', and that is when he said 'I am going to get physical with you if you come near me.' I will admit, I let my emotions get the best of me, and I did say 'Don't f**king threaten me'. (R4) kept repeating, 'You don't do your job, and you're a d****ass'. I then keep repeating, 'Don't f**king threaten me.' I felt overwhelmed as this was all happening at shift change, reporting to the next nurse etc.<br><br>(continued on next page) |

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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| F 0600<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Few | The facility's Camera View of the incident, 6/9/24, shows R4 was at the nurses station with 3 nurses and a CNA. You could see R4 talking to the nurse, a few minutes later V12 walked up to the nurse's counter and you could see him speaking at R4. Two minutes later, you could see V12 walking towards R4 and the nurse V9 pointing at V12, motioning him to step back and leave. V12 still did not move. After about 30 seconds V12 walked away.<br><br>The facility's Employee Report for V12, dated 6/14/24, shows, (V12) had an altercation with a resident on the third floor and was observed to have disorderly behavior. After a precise investigation, (V12) was at fault for his unprofessional and behavior, which resulted in him being terminated from his position.<br><br>On 7/1/24 at 10:22 AM, R5 was sitting in his wheelchair in his room. R5 said he had an argument with V12, Registered Nurse (RN), in his room about his oxygen. R5 stated, (V12) was starting to lose it and told me he was f**king tired of this. R5 said V12 left his room and R5's brother (R4) went out in the hall and got into it, with V12.<br><br>On 7/1/24 at 10:44 AM, V9, LPN, said herself, V8, RN, V10, LPN, and V11, Certified Nursing Assistant (CNA), were at the nurses station. V9 said she was talking to R4 when V12 came up and was disagreeing with what R4 was saying. V9 said she told V12 to walk away, but V12 kept saying You're not going to f**king threaten me. V9 said V12 was inappropriate to R4.<br><br>On 7/1/24 at 10:45 AM, V8, RN, said she was at the nurses station when R4 was talking to V9, and V12 came up to the nurses station. V8 said V12 was cursing at R4 and acting very inappropriate. V8 said she reported it right away to V1, Administrator.<br><br>On 7/1/24 at 10:42 AM, V10, LPN, said she was at the nurses station when R4 was talking to V9. V10 said V12 came up to the nurses station and started cussing at R4 saying, You're not going to keep f**king threatening me. V10 said V12 wasn't listening to the staff that was telling him to walk away and stop cursing.<br><br>On 7/1/24 at 10:41 AM, V11, CNA, said R4 is currently at the hospital. V11 said she was there when V12 was talking to R4 at the nurses station. V11 said V12 kept saying, You're not going to f**king keep threatening me. V11 said V9 was trying to diffuse the situation.<br><br>On 7/1/24 at 11:07 AM, V13, CNA, said she was in the hallway and heard loud talking. V13 said she peaked around the corner and saw R4 talking to a nurse at the nurses station. V13 said there were several nurses at the station. V13 said she heard V12 say, Do not f**king threaten me, and one of the nurses told V12 to walk away. V13 said V12 did not walk away and was getting angrier. V13 said V12 was acting inappropriate to R4. V13 said she had to complete rounds and left since the nurses were handling the situation.<br><br>On 7/1/24 at 10:57 AM, V12 (via phone) said, I can't confirm or deny anything or that I was even there. V12 refused to say any more.<br><br>On 7/2/24 at 11:13 AM, V1 said V12 was terminated due to a witnessed incident where V12 yelled and cursed at a resident and blatant insubordination when V12 refused to care for a resident.<br><br>(continued on next page) |

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| F 0600<br><br>Level of Harm - Minimal harm or potential for actual harm<br><br>Residents Affected - Few | The facility's Abuse Prevention and Reporting Policy, dated 10/24-22, shows, This facility affirms the right of our resident to be free form abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. |