

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145717	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/19/2024
NAME OF PROVIDER OR SUPPLIER Bria of Columbia		STREET ADDRESS, CITY, STATE, ZIP CODE 253 Bradington Drive Columbia, IL 62236	

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 - Some</p>	<p>Protect each resident from all types of abuse such as physical, mental, sexual abuse, physical punishment, and neglect by anybody.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 45947</p> <p>Based on interview and record review, the Facility failed to ensure residents were free from abuse in 4 of 4 residents, (R1, R2, R3, R4) reviewed for abuse in the sample of 6.</p> <p>Findings include:</p> <p>1. R2's Face Sheet documents R2 was admitted to the facility on [DATE], with diagnoses including, severe intellectual disabilities, metabolic encephalopathy, dysphagia, schizoaffective disorder, heart failure, repeated falls, and dementia.</p> <p>R2's Minimum Data Set, (MDS), dated [DATE], documented R2 was severely cognitively impaired, used wheelchair, and required substantial/maximal assistance with bed mobility and transfer.</p> <p>R2's Care Plan, last reviewed 4/4/24, documents R2 is at risk for abuse and neglect due to cognitive impairment and use of psychotropic medications. The Care Plan also documents, (R2) exhibits a very strong bond with (V3, R2's Family), and growing up, tough love was shown in their home to ensure (R2)'s needs were met. Interventions added include assuring resident is in a safe and secure environment.</p> <p>The Facility's Initial Report, sent to the Illinois Department of Public Health (IDPH) on 4/11/24, documents, POA, (Power of Attorney), (V3) slapped resident (R2) upside her head and was yelling at her.</p> <p>R2's Progress Note by V9, Licensed Practical Nurse (LPN), on 4/11/24 at 9:19 PM, documents, Nurse and EMS, (Emergency Medical Service), were walking down the 300-hall when we overheard (R2's) brother yelling at her (R2). (R2's) brother was observed by (V8) EMS Chief hitting (R2) on the forehead area. Brother yelling, If you don't hold your head up then I will do it again. EMS stood in (R2's) door and asked what was going on, and why he was treating (R2) in a bad manner. The brother started yelling and using inappropriate verbiage toward EMS. Police were called by EMS, res (resident's) brother escorted off property.</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 - Some</p>	<p>On 4/18/24 at 3:13 PM, V9, LPN, stated, I was sending a resident to the hospital. As she was going down the hall on the stretcher, I was talking to (V8) EMS Chief, and she was a little ahead of me, and saw brother (V3) striking (R2). You could hear the skin-to-skin contact; it was loud. I heard him say, 'If you don't hold your head up, I'm going to do it again. (V8) EMS Chief, went to the door and asked what he (V3) was doing, and said you can't be doing that to her (R2). (V3) started using foul language, telling V8 EMS Chief, to get the F out the door, and who are you? (V8) left, she was in shock, so she came back with the police. It was fast, within 5 minutes. So, the police went and had a conversation with (V3), and (V8) said she was going to report it. I was told (V3) had to leave per (V2). I asked the police to come back in and ask him to leave. First, he refused and said he was the POA, then he got up and left after he told us we were dumb nurses and don't know how to give meds without him being present, and (R2) won't eat without him (there). I just heard him say a lot of things. I heard him say, 'If you don't go to sleep or stop yelling, I'm going to take you in the room and beat you're a*s.' (R2) usually sits out in the hallway. It is very normal for him to be loud and belligerent. I am not sure if he has been reported to (V1, Administrator) before. I told them about that, but cannot remember who I told. Usually if we tell him he can't talk like that, he will leave peacefully.</p> <p>The Facility's Written Statement from V4, EMS, (Emergency Medical Services), on 4/11/24 documents, EMS was dispatched to (Facility) for an unrelated call to the incident, during the call EMS myself (V4), (V5), (V6), and (V8), heard vulgar yelling coming from down the hallway. EMS was leaving the 300-hallway toward the nurses station, and passed the room that the yelling was coming from. I slowed down to look inside and saw a male holding a female resident by the back of the neck yelling at her to keep her head up, he then lifted her head with his left hand and then let go. After he let go her head began to slump back down, then he smacked her on the forehead and yelled at her again stating 'keep your f*****g head up!' That is when (V8) entered the threshold of the doorway to see what was going on. The male then looked up and yelled 'What the f**k are you looking at b***h!' toward (V8). He then came to the door and shut it on (V8). (V8) then asked the nursing staff what was going on and the nursing staff stated, 'That's how he always is with her.'</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 - Some</p>	<p>On 4/16/24 at 11:20 AM, V4, EMS, stated he came to Facility with V5 and V6, and V8 came separately because V5 is a new hire and needed to be observed by V8. He stated they came in like normal, were told by staff where to go, then went and assessed the other resident. They loaded the other resident on the stretcher and heard yelling coming from down the hall with vulgar language. V4 stated, 'We all kind of just stopped, because it caught our attention. (V8) asked the nurse what that was, and they said the guy's name and that (it) was pretty common. To get out of the building, we had to walk past the room it was coming from. (V5) and I were walking ahead of the other two (EMS), and as I was walking past (R2's room) I looked in and saw a male on the right-hand side of R2's bed sitting to the left of her with his right hand on her neck and left hand at the base of her jaw. He lifted her head up, and at first, I thought he was strangling her, then he moved his left hand from her jaw to her forehead and was yelling at her to keep her head up, with a lot worse language than that. Then he let go of her forehead and his right hand stayed on her neck the whole time. I had seen (R2) before and know her head wasn't going to stay up. It always just slumps down, and he put his left hand on her forehead and hit her upside the head and that sort of flung her head back. I looked back at (V8) and (V6) to sort of signal them to come down. (V8) stood in the doorway and (V3) continued to yell, then he saw (V8) and yelled, 'What the F you are looking at?' and called her the B word. During this time, (V6) again asked the nurse if this really happens all the time and she said, 'Yes' and he said, 'Is the abuse normal?' and she said, 'Yes.' Then (V3) tried to close the door on (V8) and slammed the door, so (V8) called the cops. I went with the others and transported the other resident by ambulance, but the cops were there by the time I left.</p> <p>The Facility's Written Statement from V8, EMS Chief, on 4/11/24 documents, I responded with the crews to (Facility) on 04/11/2024 at approximately 1600 (4:00 PM), to view assessment performed by reciprocity student/crew member (V5). We responded to a call on the 300-hall for a female patient with abnormal lab values. We were walking down the 300-hall toward the exit as I heard a male voice scream '(R2) hold your f*****g head up' very loudly. I heard him continually verbally assault her until we passed room (number) with resident (R2), DOB, (Date of Birth), 1/4/1950. I stopped at the doorway to resident's room and looked in to make sure she was OK. I witnessed (V3) forcibly strike residents forehead and scream 'Keep your f*****g head up!' He then looked up at me and stated, 'What are you f*****g looking at b*tch?' Crew Member (V4), Paramedic (V6) and Paramedic reciprocity crew member (V5) were also, present to witness this event. I walked down to the nurse's station and asked them 'What is going on?' They stated, 'That is how he always is with her'. I proceeded to inform the (Facility) staff that this is not acceptable behavior. I then requested (Local Police Department) presence. Officer (V7) responded to the scene, and I voiced my concerns to him. (V3) was then escorted off the premises.</p> <p>On 4/16/24 at 11:45 AM, V8, EMS Chief, stated, We went to the 300-hall for another patient. We had a student, so I wanted to watch him do an assessment to see how he was doing. There were four of us. We passed that room (R2's) and went farther to take a lady to the hospital for abnormal labs. We were down there for a bit because the resident was hesitant and crying. In the time we were down there, (V3) was there. We were walking toward nurses' station and hear cussing and yelling, 'Keep your f'n head up!' and stuff. I was walking behind all of them (EMS). I was last in line going down the hall. When I walked by (R2's room) (V3) forcefully slammed (R2's) forehead back and was telling her to 'Keep her f'n head up'. I stopped and he verbally assaulted me, so I called (Local Police Department). Once they came in, I wanted to make sure the resident was ok. When I went to the nurse's station, they said (V3) yells at (R2) like that all the time. (V3) said he was R2's POA. I said, 'Because you're POA doesn't give you the right to assault her.' I watched (V7) escort (V3) out of the building.</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 - Some</p>	<p>On 4/16/24 at 12:10 PM, V10, Certified Nursing Assistant (CNA), was feeding R2 lunch in the 300-hallways. R2 was slumped over and did not respond when spoken to. V10 stated, '(V3) yells at (R2) all the time, and it makes me so mad. They say he has been reported numerous times. (V3) usually yells at (R2) but I seen him do (pushed her own forehead backwards forcefully with two fingers) that once. I wanted to punch him. I reported that too.'</p> <p>On 4/16/24 at 12:14 PM, V11, LPN, stated V3 often yells at R2 and feels it affects other residents in the Facility.</p> <p>On 4/16/24 at 1:45 PM, V14, CNA, stated V3 cusses at R2 and staff. She stated V3 used to be nice to R2 and staff, but now he calls the nurses idiots and MF-ers.</p> <p>On 4/16/24 at 1:55 PM, R6 stated, I don't want to get in the middle of anything, but (V3) is pretty rough. He stated V3 yells and cusses at R2 and once told another resident he was going to 'kick his a*s'.</p> <p>On 4/16/24 at 3:01 PM, V7, Police Officer, stated he was told EMS was here for a separate incident where V8 saw V3 with his hand on the front of R2's forehead pushing her back forcefully. He stated V3 and V8 exchanged words, and V3's language is not PG all the time. V7 stated the Facility asked V3 to leave, so he walked him out.</p> <p>On 4/18/24 at 8:27 AM, V15, Human Resources, (HR), stated V3 has been yelling at R2 since she started in the Facility. She stated V3 will tell R2 to Shut the F*up and say other verbally abusive things. She stated V3 has also been touching staff inappropriately, but they are afraid to speak up about it.</p> <p>On 4/18/24 at 8:35 AM, V18, Activities Aid, stated when V3 comes in the building, he screams at R2 to open her mouth or put her head back. She stated, If we (talked to her like that) we would be in trouble. Because it's your brother, it's, ok? That just bothers me.</p> <p>On 4/18/24 at 8:47 AM, V6, EMS stated, We went for an abnormal lab call on the 300-halls, loaded up patient, heard a gentleman say, 'Keep your f*****g head up' very loudly. As we approached the room, (V3) had his hand on the back of (R2)'s neck and was trying to straighten her head up to feed her. (R2)'s neck is kind of bent forward, so it's difficult to feed her. I would say (V3) was mostly talking rough, but appeared forceful (when attempting to straighten her head). When (V8) stood by the door (V3) was aggressive toward that. I have heard (V3) before, previously not being easy with staff, but I have never seen that with his family. It seems like the Facility is aware of it and passively allowing this to happen.</p> <p>On 4/18/24 at 2:15 PM, V2, Director of Nursing, (DON), stated V1, Administrator, will be finishing up the investigation later today.</p> <p>2. R1's Face Sheet documents, R1 was admitted to the facility on [DATE], with diagnoses including hemiplegia and hemiparesis following cerebral infarction, chronic obstructive pulmonary disease, major depressive disorder, and generalized anxiety.</p> <p>R1's MDS, dated [DATE], documented R1 was cognitively intact, required substantial/maximal assistance with rolling in bed, and was dependent for transfer.</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 - Some</p>	<p>R1's Care Plan, last reviewed 1/30/24, documents R1 is at risk for abuse and neglect related to new placement in facility, assistance with personal care from staff, interaction with others, and medication use. R1's Care Plan Intervention, dated 3/4/24, documents, Monitored for any mental anguish related to staff outburst in care area. 1 to 1 with (R1) with no concerns noted.</p> <p>The Facility's Initial Report sent to IDPH on 3/4/24 documents, Dietary staff member cursing through care area. (R1) asked for someone to ask her to stop. Cursing continued as (V15) and (V2) escorted staff member out of the building.</p> <p>The Facility's Undated Witness Statement by V2, Director of Nursing, documents, On 3/4/24 at approximately 9am, this nurse heard a female screaming and cursing loudly. I responded to scene to witness a female kitchen employee on her cellphone screaming 'F**k this job F**k these people!' An observing resident asked employee to 'stop all that cursing.' Kitchen employee turned and yelled 'F**k you!' to the resident several times. This nurse followed to ensure kitchen employee safely exited facility. Kitchen employee continued to say 'This f*****g place is asking for it! They don't know who they {sic} f*ck they are dealing with!' as she exited the building.</p> <p>On 4/18/24 at 2:15 PM, V2, Director of Nursing, stated she was in the conference room and heard commotion, and when she came out, she saw V13 on the phone coming out of the breakroom. She stated she was not sure if she was just yelling or speaking to the individual on the phone, but there was a lot of cursing. V2 stated she walked V13 out of the building, and V13 has not returned to the Facility.</p> <p>The Facility's 2/4/24 Witness Statement by V15, Human Resources, documents, Monday March {sic} 4th around 8:30am, I (V15) was sitting in my office, when I heard a woman cursing loud, I stood up to see what was going on and by time I could make it to my door, the woman approached me in my office stating, 'you need to control your f*****g staff'. She then proceeded to the break room, still cursing and hollering, when she walked out the break room from clocking out (R1) was right outside the break room when the dietary woman, screamed 'F*ck you', to (R1), 4 times. I told her it was time for her to leave and as she was leaving, she said, 'I'm from East St. Louis me and my daddy will beat all your as*es', then proceeded with 'F*ck (Facility Company)' Then employee left the building.</p> <p>On 4/18/24 at 8:27 AM, V15, Human Resources, stated she heard commotion outside her office, and by the time she stood up to go see why there was yelling and cursing V13 was standing in her doorway and told her to control her f*****g staff She stated, (R1) was sitting right there and said, 'Maybe you guys should stop her.' (V13) was cursing and screaming into her phone. (R1) said to stop talking that way, and (V13) said, No, f*ck you! then went into the breakroom, probably to clock out. (V15) stepped out of her office and told (V13) it was time for her to go and walked her outside. (V15) stated (V13) should not have been allowed to walk freely and someone should have walked with her. (V13) yelled and cussed the whole way to the car and threatened to have her daddy come out and beat us all up.</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 - Some</p>	<p>The Facility's Undated Witness Statement by V16, Dietary Manager, documents, On 3-4, around 8:30am, (V17) came to me and said she had several complaints about (V13) smelling like marijuana from the residents. I told her that I would look into it. (V13) did smell like marijuana. I told (V13) that I needed her to start dishes at that point. She refused to wash the dishes, telling me she would rather go home than wash the dishes. (V13) is employed as a Dietary Aide and dishwashing is a part of her responsibilities. I told her that I had a complaint that she smelled like marijuana, and would have to remove her from the dining room due to those complaints. She denied having marijuana on her. Before I could continue, she walked away from me, gathered her things and left the Dietary Department saying she was going home. A few minutes later (V1, Administrator) came to me questioning me why (V13) was walking through the facility yelling and cursing at everyone. When I last interacted with (V13), although she was not happy, she did not exhibit those behaviors. If she had, I would not have exposed her to our residents in that state and would have had her exit out the back door.</p> <p>On 4/18/24 at 9:07 AM, V16, Dietary Manager, stated, (V17, LPN), told him (V13, Dietary Aid), smelled like marijuana, and the residents were complaining about it. He stated, he sniffed around in the kitchen and determined it was V13, so he told her she would stay in the kitchen and work away from the residents. V13 said she was not washing dishes, so V17 said she could either wash dishes or go home. V13 said she would go home, and V17 said OK. V17 stated V13 was calm and had no idea she was upset, until V1, Administrator, came to the kitchen upset with him about what happened.</p> <p>The Facility's Undated Resident Interview by R5 documents, Did you witness a Dietary staff member verbally abuse a resident on March 4, 2024, after breakfast time? R5's response documents, Yes. (R1). (R1) was told to mind her own business.</p> <p>On 4/16/24 at 1:40 PM, R5 stated V13 and R1 just started yelling at each other in the dining room. She cannot remember exactly what was said, but felt it was verbally abusive in nature.</p> <p>The Facility's Final Report sent to IDPH on 3/11/24 documents, Staff and interviewable residents were interviewed with no findings. Abuse was not substantiated.</p> <p>On 4/16/24 at 4:00 PM, V1, Administrator, stated abuse was not substantiated because the employee was not directing the words toward the resident.</p> <p>3. R3's Face Sheet documents, R3 was admitted to the facility on [DATE] with diagnoses including cerebral infarction, severe protein calorie malnutrition, weakness, knee pain and need for assistance with personal care.</p> <p>R3's MDS, dated [DATE], documented R3 was moderately cognitively impaired, ambulated via wheelchair, and required partial/moderate assistance with rolling side to side, sitting to lying, lying to sitting and transfer.</p> <p>R3's Care Plan, last reviewed 4/2/24, documents R3 is at risk for abuse and neglect related to physical limitations.</p> <p>R4's Face Sheet documents R4 was admitted to the facility on [DATE] with diagnoses including type 2 diabetes mellitus, cerebral infarction, dysarthria following unspecified cerebrovascular disease, major depressive disorder, and unspecified psychosis.</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 - Some</p>	<p>R4's MDS, dated [DATE], documented, R4 was cognitively intact, ambulated via wheelchair, and was dependent with bed mobility and transfer.</p> <p>R4's Care Plan, printed 4/17/24, documents R4 is at risk for abuse and neglect and has a tendency to communicate with aggression when he is bothered with no intentions to harm others, most often occurring in the dining room.</p> <p>R4's Progress Note dated 3/27/24 documents, resident was observed hitting another resident in the dining room.</p> <p>R3's Progress Note by V19, LPN, on 3/27/24 at 10:19 AM documents, This nurse made aware by another nurse that at approx. (approximately) 10am, this resident was in the dining (sic) room when she was struck on the right side of her head by a male resident, this resident assessed at this time, no redness, bruising or open area noted to right side of head, resident denies feeling dizzy, having blurred vision or c/o (complaint of) a headache.</p> <p>On 4/18/24 at 8:35 AM, V18, Activities Aid, stated, I saw (R4) punch (R3) the back to the head. I heard chairs moving because (R3) moves chairs and fixes up the dining room, and I heard (R4) .maybe (R3) bumped him, maybe (R3) hit him .I don't know why I heard (R4). I was in the office. (R4) can't yell anymore because he is weak, but he will talk and cuss and make threats. All I seen (sic) was (R3) had her back to him and she was pushing a chair to a table, and he rolled up and punched her to the back of the head.</p> <p>On 4/18/24 at 10:45 AM, V19, LPN, stated she did not witness the incident between R3 and R4, but R3 told her R4 came up behind her and hit her in the back of the head. She thought R3 complained of a headache, but does not recall any visible injury. She stated R4 had never previously had an altercation with R3, but if you bumped into his chair he would yell and scream and start swinging at you.</p> <p>On 4/16/24 at 4:00 PM, V1, Administrator, stated the abuse was not substantiated because willful intent was not there, and the residents were only trying to communicate with each other.</p> <p>On 4/18/24 at 2:15 PM, V2, Director of Nursing, stated she expects the Facility to follow its abuse policy.</p> <p>The Facility's Abuse Policy and Prevention Program 2022, dated 10/22, documents, This facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of foods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents. This facility is committed to protecting our residents from abuse, neglect, exploitation, misappropriation of property and mistreatment by anyone including, but not limited to, facility staff, other residents, consultants, volunteers, staff from other agencies providing services to the individual, family members or legal guardians, friends or any other individuals.</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>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>45947</p> <p>Based on interview and record review, the Facility failed to report allegations of abuse in 1 of 4 residents (R2) reviewed for abuse in the sample of 6.</p> <p>Findings include:</p> <p>On 4/16/24 at 12:10 PM, V10, Certified Nursing Assistant (CNA), was feeding R2 lunch in the 300-hallway. R2 was slumped over and was not interviewable. V10 stated, (V3) yells at (R2) all the time, and it makes me so mad. They say he has been reported numerous times. He usually yells at her, but I seen him do that (pushed on her own forehead with 2 fingers pushing head back) once. I wanted to punch him. I reported that too.</p> <p>The Facility's Written Statement from V4, EMS, (Emergency Medical Services), on 4/11/24 documents, EMS was dispatched to (Facility) for an unrelated call to the incident, during the call EMS myself (V4), (V5), (V6), and (V8), heard vulgar yelling coming from down the hallway, EMS was leaving the 300 hallway toward the nurses station, and passed the room that the yelling was coming from. I slowed down to look inside and saw a male holding a female resident by the back of the neck yelling at her to keep her head up, he then lifted her head with his left hand and then let go, after he let go her head began to slump back down, then he smacked her on the forehead and yelled at her again stating 'Keep your f*cking head up!' That is when (V8) entered the threshold of the doorway to see what was going on. The male then looked up and yelled 'What the f*ck are you looking at b*tch!' toward (V8). He then came to the door and shut it on (V8). (V8) then asked the nursing staff what was going on and the nursing staff stated, 'That's how he always is with her.'</p> <p>On 4/16/24 at 11:20 AM, V4, EMS, stated he came to Facility with V5 and V6, and V8 came separately because V5 is a new hire. He stated they came in like normal, were told by staff where to go, then went and assessed the other resident. They loaded her on the stretcher and heard yelling coming from down the hall with vulgar language. V4 stated, We all kind of just stopped, because it caught our attention. (V8) asked the nurse what that was, and they said the guy's name and that (it) was pretty common. To get out of the building, we had to walk past the room it was coming from. (V5) and I were walking ahead of the other two (EMS), and as I was walking past (R2's room) I looked in and saw a male on the right-hand side of R2's bed sitting to the left of her with his right hand on her neck and left hand at the base of her jaw. He lifted her head up, and at first, I thought he was strangling her, then he moved his left hand from her jaw to her forehead and was yelling at her to keep her head up with a lot worse language that that. Then he let go of her forehead and his right hand stayed on her neck the whole time. I had seen (R2) before and know her head wasn't going to stay up. It always just slumps down, and he put his left hand on her forehead and hit her upside the head and that sort of flung her head back. I looked back at (V8) and (V6) to sort of signal them to come down. (V8) stood in the doorway and (V3) continued to yell, then he saw (V8) and yelled 'What the F you are looking at' and called her the B word. During this time, (V6) again asked the nurse if this really happens all the time and she said, 'Yes' and he said, 'Is the abuse normal?' and she said yes. Then (V3) tried to close the door on (V8) and slammed the door, so (V8) called the cops. I went with the others and transported the other resident by ambulance, but the cops were here by the time I left.</p> <p>(continued on next page)</p>		

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145717	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 04/19/2024
NAME OF PROVIDER OR SUPPLIER Bria of Columbia		STREET ADDRESS, CITY, STATE, ZIP CODE 253 Bradington Drive Columbia, IL 62236	
For information on the nursing home's plan to correct this deficiency, please contact the nursing home or the state survey agency.			
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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>The Facility's Written Statement from V8, EMS Chief, on 4/11/24 documents, I responded with the crews to (Facility) on 04/11/2024 at approximately 1600 (4:00 PM) to view assessment performed by reciprocity student/crew member (V5). We responded to a call on the 300-hall for a female patient with abnormal lab values. We were walking down the 300-hall toward the exit as I heard a male voice scream '(R2) hold your f*cking head up' very loudly. I heard him continually verbally assault her until we passed room (number) with resident (R2), DOB (Date of Birth) 1/4/1950. I stopped at the doorway to resident's room and looked in to make sure she was OK. I witnessed (V3) forcibly strike residents forehead and scream 'keep your f*cking head up!' He then looked up at me and stated, 'What are you f*cking looking at b*tch'. Crew Member (V4), Paramedic (V6) and Paramedic reciprocity crew member (V5) were also present to witness this event. I walked down to the nurse's station and asked them 'What is going on?' They stated, 'That is how he always is with her'. I proceeded to inform the (Facility) staff that this is not acceptable behavior. I then requested (Local Police Department) presence. Officer (V7) responded to the scene, and I voiced my concerns to him. (V3) was then escorted off the premises.</p> <p>On 4/16/24 at 11:45 AM, V8, EMS Chief, stated, We went to the 300-hall for another patient. We had a student, so I wanted to watch him do an assessment to see how he was doing. There were four of us. We passed that room (R2's) and went farther to take a lady to the hospital for abnormal labs. We were down there for a bit because the resident was hesitant and crying. In the time we were down there (V3) was there. We were walking toward nurses' station and hear cussing and yelling, 'Keep your f'n head up!' and stuff. I was walking behind all of them (EMS). I was last in line going down the hall. When I walked by (R2's room) (V3) forcefully slammed (R2's) forehead back and was telling her to 'Keep her f'n head up'. I stopped and he verbally assaulted me so I called (Local Police Department). Once they came in, I wanted to make sure the resident was ok. When I went to the nurse's station, they said (V3) yells at (R2) like that all the time. (V3) said he was R2's POA. I said, Because you're POA doesn't give you the right to assault her. I watched (V7) escort (V3) out of the building.</p> <p>On 4/16/24 at 12:14 PM, V11, Licensed Practical Nurse (LPN), stated V3 yells at R2. She stated administration has addressed it numerous times and they have done everything they possibly can about it, but it continues.</p> <p>On 4/16/24 at 1:45 PM, V14, CNA, stated V3 cusses at R2 and cusses at staff. She stated he has been like that for a while, and it has been reported to V1, Administrator.</p> <p>On 4/16/24 at 1:55 PM, R6 stated, I don't want to get in the middle of anything, but (V3) is pretty rough. He stated V3 always yells and cusses at R2 and once told another resident he was going to kick his *ss.</p> <p>On 4/18/24 at 8:27 AM, V15, Human Resources (HR), stated V3 is always saying verbally abusive things to R2, and it has been happening since she started working in the Facility. She stated staff are afraid to speak up about it and feels like his behavior has become an okay behavior in the Facility.</p> <p>On 4/18/24 at 8:35 AM, V18, Activities Aid, stated V3 always screams at R2, and it really bothers her.</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 4/18/24 at 8:47 AM, V6, EMS stated, We went for an abnormal lab call on the 300 hall, loaded up patient, heard a gentleman say, 'Keep your f*cking head up' very loudly. As we approached the room, (V3) had his hand on the back of (R2)'s neck and was trying to straighten her head up to feed her. (R2)'s neck is kind of bent forward, so it's difficult to feed her. I would say (V3) was mostly talking rough but appeared forceful (when attempting to straighten her head). When (V8) stood by the door (V3) was aggressive toward that. I have heard (V3) before, previously not being easy with staff, but I have never seen that with his family. It seems like the Facility is aware of it and passively allowing this to happen.</p> <p>On 4/18/24 at 11:00 AM, V20, Nurse Practitioner (NP), stated she has observed V3 verbally abuse R2. She stated she assumes it has been reported, but could not say with certainty that it had.</p> <p>On 4/18/24 at 9:25 AM, all abuse investigations involving R2 were requested from V1.</p> <p>On 4/18/24 at 9:50 AM, one file was provided from V1 regarding an alleged verbal abuse in 5/19/2023.</p> <p>On 4/18/24 at 2:15 PM, V2, Director of Nursing (DON), stated no other instances of abuse for R2 have been reported, to her knowledge. She stated she expects the Facility to follow its abuse policy.</p> <p>The Facility's Abuse Policy and Prevention Program 2022, dated 10/22, documents, This facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of foods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents. This facility is committed to protecting our residents from abuse, neglect, exploitation, misappropriation of property and mistreatment by anyone including, but not limited to, facility staff, other residents, consultants, volunteers, staff from other agencies providing services to the individual, family members or legal guardians, friends or any other individuals. Employees are required to report any incident, allegation or suspicion of potential abuse, neglect, exploitation, mistreatment or misappropriation of resident property they observe, hear about, or suspect to the administrator immediately, to an immediate supervisor who must then immediately report it to the administrator or compliance officer. Reports will be documented and a record kept of the documentation. Any allegation of abuse or any incident that results in serious bodily injury will be reported to the Illinois Department of Public Health immediately, but not more than two hours after the allegation of abuse.</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Respond appropriately to all alleged violations.</p> <p>45947</p> <p>Based on interview and record review, the Facility failed to investigate allegation of abuse in 1 of 4 residents (R2) reviewed for abuse in the sample of 6.</p> <p>Findings include:</p> <p>1-On 4/16/24 at 12:10 PM, V10, Certified Nursing Assistant (CNA), stated, (V3) yells at (R2) all the time, and it makes me so mad. They say he has been reported numerous times. (V3) usually yells at (R2) but I seen him do (pushed her own forehead backwards forcefully with two fingers) that once. I wanted to punch him. I reported that too. V10 stated this incident happened around 5-6 months ago.</p> <p>The Facility's Written Statement from V4, EMS (Emergency Medical Services), on 4/11/24 documents, EMS was dispatched to (Facility) for an unrelated call to the incident, during the call EMS myself (V4), (V5), (V6), and (V8), heard vulgar yelling coming from down the hallway, EMS was leaving the 300 hallway toward the nurses station, and passed the room that the yelling was coming from. I slowed down to look inside and saw a male holding a female resident by the back of the neck yelling at her to keep her head up, he then lifted her head with his left hand and then let go, after he let go her head began to slump back down, then he smacked her on the forehead and yelled at her again stating 'keep your f*cking head up!' That is when (V8) entered the threshold of the doorway to see what was going on. The male then looked up and yelled 'What the f*ck are you looking at b*tch!' toward (V8). (V8) then came to the door and shut it on (V8). (V8) then asked the nursing staff what was going on and the nursing staff stated, 'That's how he always is with her.'</p> <p>On 4/16/24 at 11:20 AM, V4, EMS, stated he came to Facility with V5 and V6, and V8 came separately because V5 is a new hire. He stated they came in like normal, were told by staff where to go, then went and assessed the other resident. They loaded her on the stretcher and heard yelling coming from down the hall with vulgar language. V4 stated, We all kind of just stopped, because it caught our attention. (V8) asked the nurse what that was, and they said the guy's name and that (it) was pretty common. To get out of the building, we had to walk past the room it was coming from. (V5) and I were walking ahead of the other two (EMS), and as I was walking past (R2's room) I looked in and saw a male on the right-hand side of (R2's) bed sitting to the left of her with his right hand on her neck and left hand at the base of her jaw. He lifted her head up, and at first, I thought he was strangling her, then he moved his left hand from her jaw to her forehead and was yelling at her to keep her head up with a lot worse language than that. Then he let go of her forehead and his right hand stayed on her neck the whole time. I had seen (R2) before and know her head wasn't going to stay up. It always just slumps down, and he put his left hand on her forehead and hit her upside the head and that sort of flung her head back. I looked back at (V8) and (V6) to sort of signal them to come down. (V8) stood in the doorway and (V3) continued to yell, then he saw (V8) and yelled 'What the F you are looking at?' and called her the B word. During this time, (V6) again asked the nurse if this really happens all the time and she said, 'Yes' and he said, 'Is the abuse normal?' and she said yes. Then (V3) tried to close the door on (V8) and slammed the door, so (V8) called the cops. I went with the others and transported the other resident by ambulance, but the cops were here by the time I left.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>The Facility's Written Statement from V8, EMS Chief, on 4/11/24 documents, I responded with the crews to (Facility) on 04/11/2024 at approximately 1600 (4:00 PM) to view assessment performed by reciprocity student/crew member (V5). We responded to a call on the 300-hall for a female patient with abnormal lab values. We were walking down the 300-hall toward the exit as I heard a male voice scream '(R2) hold your f*cking head up' very loudly. I heard him continually verbally assault her until we passed room (number) with resident (R2), DOB (Date of Birth) 1/4/1950. I stopped at the doorway to resident's room and looked in to make sure she was OK. I witnessed (V3) forcibly strike residents forehead and scream 'keep your f*cking head up!' He then looked up at me and stated, 'What are you f*cking looking at b*tch'. Crew Member (V4), Paramedic (V6) and Paramedic reciprocity crew member (V5) were also present to witness this event. I walked down to the nurse's station and asked them 'What is going on?' They stated, 'That is how he always is with her'. I proceeded to inform the (Facility) staff that this is not acceptable behavior. I then requested (Local Police Department) presence. Officer (V7) responded to the scene, and I voiced my concerns to him. (V3) was then escorted off the premises.</p> <p>On 4/16/24 at 11:45 AM, V8, EMS Chief, stated, We went to the 300-hall for another patient. We had a student, so I wanted to watch him do an assessment to see how he was doing. There were four of us. We passed that room (R2's) and went farther to take a lady to the hospital for abnormal labs. We were down there for a bit because the resident was hesitant and crying. In the time we were down there (V3) was there. We were walking toward nurses' station and hear cussing and yelling, 'Keep your f'n head up!' and stuff. I was walking behind all of them (EMS). I was last in line going down the hall. When I walked by (R2's room) (V3) forcefully slammed (R2's) forehead back and was telling her to 'Keep her f'n head up'. I stopped and he verbally assaulted me, so I called (Local Police Department). Once they came in, I wanted to make sure the resident was ok. When I went to the nurse's station, they said (V3) yells at (R2) like that all the time. (V3) said he was R2's POA. I said, 'Because you're POA doesn't give you the right to assault her.' I watched (V7) escort (V3) out of the building.</p> <p>On 4/16/24 at 12:14 PM, V11, Licensed Practical Nurse, (LPN), stated V3 yells at R2 and feels it affects other residents here. She stated it has been reported, and administration has addressed it numerous times and have done everything they possibly can.</p> <p>On 4/16/24 at 1:45 PM, V14, CNA, stated V3 cusses at R2 and cusses at staff. She stated it has been going on for a while and has been reported to V1, Administrator.</p> <p>On 4/16/24 at 1:55 PM, R6 stated, I don't want to get in the middle of anything, but (V3) is pretty rough. He stated V3 always yells and cusses at R2 and once told another resident he was going to kick his as*.</p> <p>On 4/18/24 at 8:27 AM, V15, Human Resources, stated V3 has been verbally abusive to R2 ever since she started working here in March 2023.</p> <p>On 4/18/24 at 8:35 AM, V18, Activities Aid, stated V3 always screams at R2, and you can hear it throughout the building.</p> <p>(continued on next page)</p>		

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<p>F 0610</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 4/18/24 at 8:47 AM, V6, EMS stated, We went for an abnormal lab call on the 300-hall, loaded up patient, heard a gentleman say, 'Keep your f*cking head up' very loudly. As we approached the room, (V3) had his hand on the back of (R2)'s neck and was trying to straighten her head up to feed her. (R2)'s neck is kind of bent forward, so it's difficult to feed her. I would say (V3) was mostly talking rough but appeared forceful (when attempting to straighten her head). When (V8) stood by the door (V3) was aggressive toward that. I have heard (V3) before, previously not being easy with staff, but I have never seen that with his family. It seems like the Facility is aware of it and passively allowing this to happen.</p> <p>On 4/18/24 at 3:13 PM, V9, LPN, stated, I just hear (V3) say a lot of things. I heard him say, 'If you don't go to sleep or stop yelling, I'm going to take you in the room and beat your *ss.' (R2) usually sits out in the hallway. It is very normal for (V3) to be loud and belligerent. I am not sure if he has been reported to (V1) before. I told them about that but cannot remember who I told. Usually if we tell him he can't talk like that he will leave peacefully.</p> <p>On 4/18/24 at 9:25 AM, all investigations involving R2 were requested from V1, Administrator.</p> <p>On 4/18/24 at 9:50 AM, V1 provided one investigation for an allegation of verbal abuse, dated 5/19/23. No other investigative reports were provided.</p> <p>On 4/18/24 at 2:15 PM, V2, Director of Nursing, (DON), stated she expects the Facility to follow its abuse policy.</p> <p>The Facility's Abuse Policy and Prevention Program 2022, dated 10/22, documents, This facility affirms the right of our residents to be free from abuse, neglect, exploitation, misappropriation of property, deprivation of foods and services by staff or mistreatment. This facility therefore prohibits abuse, neglect, exploitation, misappropriation of property, and mistreatment of residents. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse, neglect, exploitation, misappropriation of property, deprivation of goods and services by staff and mistreatment of residents. This facility is committed to protecting our residents from abuse, neglect, exploitation, misappropriation of property and mistreatment by anyone including, but not limited to, facility staff, other residents, consultants, volunteers, staff from other agencies providing services to the individual, family members or legal guardians, friends or any other individuals. Employees are required to report any incident, allegation or suspicion of potential abuse, neglect, exploitation, mistreatment or misappropriation of resident property they observe, hear about, or suspect to the administrator immediately, to an immediate supervisor who must then immediately report it to the administrator or compliance officer. Reports will be documented and a record kept of the documentation. Any incident or allegation involving abuse, neglect, exploitation, mistreatment or misappropriation of resident property will result in an investigation.</p>		