

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145765	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/19/2025
NAME OF PROVIDER OR SUPPLIER Park View Rehab Center		STREET ADDRESS, CITY, STATE, ZIP CODE 5888 North Ridge Chicago, IL 60660	

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 0564</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Inform each resident of his or her visitation rights and ensure that all visitors enjoy equal visitation privileges.</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 0564</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** F564Based on interview and record review, the facility failed to ensure residents had full and equal visitation privileges consistent with resident preferences. This affected one resident (R1) in the sample reviewed for visitation privileges. Findings include:R1's Minimum Data Set (MDS), dated [DATE], shows R1 is cognitively intact. She was admitted to the facility on [DATE] with diagnoses including but not limited to adult failure to thrive, encounter for surgical aftercare following surgery on the digestive system, ileostomy status, morbid severe obesity due to excess calories, need for assistance with personal care, irritable bowel syndrome, and unspecified open wound, right thigh. On 9/18/25 at 9:02 AM, V3 (R1's Friend) stated she visited R1 in her room on Monday around 2:50 PM, and R3 (R1's Roommate) screamed at her to get out of the room because she thought she was a funeral director. V7 (Certified Nursing Assistant/CNA), V8 (Licensed Practical Nurse/LPN) and other staff came into the room and told her to leave the room, andV1 (Assistant Administrator) will get back to her, but she did not get back to her. She has not been in the facility since the incident to visit R1, and she does not know why the facility will not allow her to visit her best friend.On 9/18/25 at 9:20 AM, R1 was in her bed, and stated she has been in the facility for few months. A few days ago (9/15/25), V3 visited her, as she does once a week. R3 told her to leave because she does not like her, and R1 is angry that her right to receive her visitor was violated. V3 is her best friend, she helps to reload her link card, buy groceries, and do her laundry because she cannot get out of bed. V3 has not been in the facility since, but she wants her to visit because it is her right.On 9/18/25 at 9:26 AM, R3 stated she has been in the facility for twenty-six years. On Monday around 3pm, V3 came to visit R1, and she told her to leave the room because she is a funeral director, and she does not want her to give her funeral. V10 (Social Services Director) came to tell her she should voice her concerns to staff instead of yelling at R1's visitor, and she listened to him. R3 also stated V3 left the room, and she has not been back since to visit R1.On 9/18/25 at 12:57 PM, V7 (Certified Nursing Assitant/CNA) stated he has been in the facility for thirteen years. On Monday 9/15/25, almost at the end of the morning shift, a former resident, V3, came to visit R1. He heard R3 yelling. She told V3 to leave her room. V6, V7, and V8 (Licensed Practical Nurse/LPN) told V3 leave R1's room, and V3 left R1's room immediately. V7 also stated the facility allows visitors in the rooms, and it is the right of R1, and another resident to receive visitor. On 9/18/25 at 1:11 PM, via telephone, V8 (Licensed Practical Nurse/LPN) stated he has been in the facility for ten years. On 9/15/25, he heard R3 telling V3, who came to visit R1, to get out of her room. V2 (Assistant Director of Nursing/ADON), V8, V10 (Social Services Director), and other staff escorted V3 out of R1's room, but R1 was upset for sending her visitor out of her room. V8 also stated, We did not allow (V3) to go into (R1's) room, but (R1) has the right to see/receive her visitor in her room.: He is not sure if V3 went down to see V1 to talk about the incident.On 9/18/25 at 1:35 PM, V10 (Social Services Director) stated he has been in the facility over seven years. On Monday 9/15/25 at about 2:30 PM, he was informedR3 was upset, and she wanted V3, who was visiting R1, to leave the shared room. V3 left the room; he offered reality orientation that R1 is bed bound, she is allowed to have a visitor in her room. V10 also stated R1 has equal right to receive visitor, even when R3 did not accept V3 in the shared room. The facility should have made another alternative arrangement for R1 to see V3 instead of sending V3 away. On 9/18/25 at 2:21 PM, V1 (Assistant Administrator) stated she has been in the facility since August 25th, 2025. She did not tell V3 she would like to speak with her about the incident. She did not tell R1 to call V3 to continue with her visitation, and R1 has equal right as well to receive visitor in her room. V2 (Assistant Director of Nursing/ADON), V4 (Certified Nursing assistant/CNA), V5 (Registered Nurse/RN), V6 (LPN), and V9 (CNA) all stated R1 has equal right to receive her visitor. Progress Notes, dated 9/15/25, documents: Staff assisted visitor (V3) out of the (R1's) room.Policy on Residents Rights, dated January/2016, documents: To exercise his or her rights as a resident of the facility. Visitation Policy, undated, documents: (1) Therefore, the resident is permitted to have visitors as he/she permits.</p>		