

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145798	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  08/20/2024
NAME OF PROVIDER OR SUPPLIER  Countryside Nursing & Rehab Ctr		STREET ADDRESS, CITY, STATE, ZIP CODE  1635 East 154th Street Dolton, IL 60419	

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 0573</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Let each resident or the resident's legal representative access or purchase copies of all the resident's records.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 50036</p> <p>Based on interview and record review, the facility failed to follow their policy and ensure that medical records were released in a timely manner when requested by legal representative for one (R4) resident. This failure affected one resident (R4) in a sample of 5 residents reviewed for policy and procedures.</p> <p>Findings include:</p> <p>R4 is an [AGE] year-old resident initially admitted to the facility on [DATE] with diagnoses including but not limited to: Dementia, Alzheimer's disease, and bipolar disorder. Brief Interview for Mental Status (BIMS) dated 08/15/2024 documents score of 6 which suggests severe cognitive impairment.</p> <p>Complaint dated 08/15/2024 provides document signed by legal guardian of R4 on 04/30/2024 which gives authorization to a law office to request medical records on his behalf for R4.</p> <p>Complaint dated 08/15/2024 also provides fax transmission result showing success on 04/30/2024 for fax requesting medical records for R4.</p> <p>On 08/19/2024 V4 (Quality Assurance/Medical Records) assistant produced documentation dated 05/17/2024 from said law office requesting for second time the medical records for R4. Request included the HIPAA right of Access to my Designated Record Set form authorizing the law office to request records signed by legal guardian for R4. V4 also provided email dated 05/23/2024 from their legal team stating that legal will fill the request.</p> <p>On 08/19/2024 at 11:12 AM V1 (Administrator) stated, V10 (Medical Records) is in charge of medical records. V10 is off today but V4 helps him. She is on her way up to answer any questions you may have.</p> <p>On 08/19/2024 at 1:20 PM V1 stated, V10 started May 16, 2024. I did not receive a first request for medical records for R4 either from family or their lawyers. In the interim before V10 started and after 04/29/2024 it was just V4 doing medical records and if she received any requests she would send to our legal department.</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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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (Each deficiency must be preceded by full regulatory or LSC identifying information)		
<p>F 0573</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 08/19/2024 at 11:15 AM V4 stated, family members have to be POA or guardian to request records. They sign the release of information form. The resident also may sign if they are able to make that decision. I haven't had any residents ask me for medical records recently. The ones I get are usually from insurance companies. R4's attorney requested medical records for the family. We sent our attorney the medical records requested for them to forward to the family's attorney. I think was a couple month's back. I can look through my email and verify. The family did not request the medical records through me, but I am not the only one that deals with medical requests. V10 also deals with these requests, and he is not here today.</p> <p>On 08/20/2024 at 9:26 am V1 Administrator forwarded an email from their legal team dated 08/19/2024 stating the following: I personally copied the chart and date stamped it - 6,151 pages. I keep trying to dropbox it to the law office, but it is having some kind of technical difficulty and will not go through. I told the law office I will try breaking it down into smaller pieces to see where the issue is. This really is for a lawsuit and not for continuity of care.</p> <p>On 08/19/2024 at 11:25 AM attempted to call V10 from medical records. No answer. Left message to call facility back and ask to speak with surveyor. Notified administrator of above. No response.</p> <p>Release of Medical Record Information Policy dated 02/2016 states:</p> <p>Policy: It is the policy of this facility that a release of medical information will be in accordance with applicable state rules and federal laws and regulations.</p> <p>Responsibility: Administrator, Director of Nursing, Medical Records Coordinator, Nursing Staff, Social Services Staff, Activity Director or Activities Staff, Therapist, Food Service Personnel Attending Physicians, Consultants and Contract Services.</p> <p>Release of Medical Information</p> <p>4 a. The resident - Medical and personal records shall be immediately accessible to the resident or their legal representative upon oral or written request following proper written authorization of the resident or their legal representative. The resident will be encouraged to review the record in the presence of a professional healthcare representative so that the record may be protected and when necessary, terminology may be explained. If the resident has been declared legally incompetent, the resident's legal representative may exercise the above right on the resident's behalf. The resident or legal representative may receive a copy of the record within two (2) working days of the advanced notice to the facility, and at the resident's expense in accordance with state regulations.</p> <p>i. Attorneys -</p> <p>1) The resident's authorization must be obtained to release information to attorneys except the facility's attorney in charge of a lawsuit, when one exists.</p>		