

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145816	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 06/11/2024
NAME OF PROVIDER OR SUPPLIER Avantara Lake Zurich		STREET ADDRESS, CITY, STATE, ZIP CODE 900 South Rand Road Lake Zurich, IL 60047	

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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 47552</p> <p>Based on interview and record review the facility failed to ensure a resident was free from resident to resident physical abuse. This applies to 2 of 6 residents (R3, R6) reviewed for abuse in the sample of 6.</p> <p>The findings include:</p> <p>R3's Face Sheet dated 6/11/24 shows R3 has the following diagnoses: Alzheimer's disease, dementia with moderate agitation, mood disorder due to known physiological condition with mixed features, delusional disorders, major depressive disorder, and anxiety disorder among other conditions.</p> <p>R3's Minimum Data Set (MDS) assessment dated [DATE] shows R3 experienced physical behavioral symptoms directed towards others (e.g., hitting, kicking, pushing, scratching, grabbing, abusing others sexually) four to six days, but less than daily, for the seven day look-back period for this assessment. R3's 5/9/24 MDS assessment also shows R3 experienced verbal behavioral symptoms directed toward others (e.g., threatening others, screaming at others, cursing at others) daily for the seven day look-back period for this assessment.</p> <p>R3's Care Plan focus initiated on 6/2/23 shows R3 has a behavior problem related to dementia and a difficult adjustment to living in a skilled nursing facility. R3's care plan goal for this focus states, R3 will have no evidence of behavior problems and will no longer hit or swear at staff. No new or additional interventions were added for this focus after 6/2/23.</p> <p>R3's Care Plan focus initiated on 1/19/24 shows R3 exhibited sexually inappropriate behaviors. R3's care plan goal for this focus states, R3 will comply with staff redirection and behave in a safe and respectful manner, four of seven (7) days per week by the next review date. No new or additional interventions were added for this focus after 1/19/24.</p> <p>The facility provided Abuse Report- Initial Form dated 4/28/24 states, On 4/28/24 at around 8:55 PM, administrator made aware by V17 (Clinical Supervisor), clinical supervisor that staff observed resident R3 swiped at R6's face . Per the report, V12 (Certified Nursing Assistant - CNA) is the only named witness to the alleged event. V12's witness statement provided in the facility's abuse investigation report dated 4/28/24 states, While I (V12) was putting the dinner tray away, I (V12) overheard R6 and R3 having a conversation just outside the dining room. When I (V12) turned I (V12) saw R3 hit R6 on the face .</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
FORM CMS-2567 (02/99) Previous Versions Obsolete	Event ID: Facility ID: 145816	If continuation sheet Page 1 of 3

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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>On 6/10/24 at 3:45 PM, V12 said she was in the third floor dining room collecting dinner trays at approximately 8:30 PM on 4/28/24 when V12 overheard R3 and R6 talking just outside the entrance to the dining room in front of the third floor nurse's station. Shortly after, V12 witnessed R3 reach out and hit R6 on the face. V12 immediately separated R3 and R6, notified the nurse on duty, and R3 and R6 were assessed. R6 did not sustain any injuries during the incident. Per V12, R3 has a history of exhibiting verbally aggressive behaviors. V12 said when residents or staff enter into R3's vicinity, R3 will use curse words and tell them to get out of here.</p> <p>On 6/10/24 the surveyor requested the contact information for the nurse on duty the evening shift of 4/28/24; however, no contact information for the nurse was provided.</p> <p>R3's Change of Condition (SBAR) note dated 4/28/24 at 20:45 (8:45 PM) states, Situation: 1. The change in condition, symptoms, or signs observed and evaluated is/are: hit another resident on the face 2. This started on: 04/28/2024 7. Other relevant information: The resident was observed arguing with another resident when (R3) suddenly hit the left face of another resident with her right hand Assessment: Resident Evaluation .1. Mental Status Evaluation .No changes observed 3. Behavioral Evaluation: Physical aggression .</p> <p>R3's Behavior Note dated 5/14/24 at 14:55 (2:55 PM) states, Behavior: yelling and swatting at resident/ staff members with shoe that look at her or pass her in the hallways. Non-Pharmacological Interventions: calming tone and conversation, aromatherapy, calming music, redirection, reassurance, reduced stimuli. Pharmacological Interventions: None. Summary/Outcomes: no change.</p> <p>R3's General Progress Note dated 6/3/24 at 13:35 (1:35 PM) states, Resident observed taking off her shoe trying to hit staff, yelling at staff, calling staff inappropriate names, . stating 'Are you stupid?' (and) 'Come here you idiot.' Resident hard to redirect. Will continue to monitor. POA (Power of Attorney) and MD (Medical Doctor) made aware.</p> <p>R3's Behavior Note dated 6/7/24 at 14:13 (2:13 PM) states, Behavior: screaming at residents 'get the f### out of here' and threatening to hit them with a shoe when they don't. scratching staff members when redirected. Non-Pharmacological Interventions: reassurance, redirection, offering snacks and drinks, calming tone, conversation, calming music. Pharmacological Interventions: None. Summary/Outcomes: no change.</p> <p>R3's Behavior Note dated 6/10/24 at 10:15 AM states, Behavior: screaming at residents 'get the f### out of here' and threatening to hit them with a shoe when they don't. scratching staff members when redirected. spitting on staff members. Non-Pharmacological Interventions: reassurance, redirection, offering snacks and drinks, reduced stimuli, calming music, offering choices. Pharmacological Interventions: None. Summary/Outcomes: no change.</p> <p>On 6/11/24 at 8:41 AM, V2 (Director of Nursing) said that R3 does have known behaviors that have been documented and reported. V2 said that R3 is known to get aggressive and agitated and the exhibited behaviors usually includes screaming and getting anxious when another person invades her space. Since the incident on 4/28/24, V2 said that staff are to watch R3 for behaviors, increase monitoring of R3, and keep R3 engaged in activities.</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>The facility Abuse and Neglect policy with the review date of 7/14/23 states, It is the policy of the facility to provide professional care and services in an environment that is free from any type of abuse, corporal punishment, misappropriation of property, exploitation, neglect, or mistreatment . Abuse: abuse is willful infliction of mistreatment, injury, unreasonable confinement, intimidation or punishment. Abuse assumes intent to harm, but inadvertent or careless behavior done deliberately that results in harm may be considered abuse . Types of Abuse and Examples- 1. Physical: Physical abuse includes but not limited to infliction of injury that occur other than by accidental means and requires medical attention. Examples: hitting, slapping, kicking, squeezing, grabbing, pinching, punching, poking, twisting, and roughly handling.</p>		