

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  145835	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED  03/13/2025
NAME OF PROVIDER OR SUPPLIER  Bella Terra Wheeling		STREET ADDRESS, CITY, STATE, ZIP CODE  730 West Hintz Road Wheeling, IL 60090	

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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Timely report suspected abuse, neglect, or theft and report the results of the investigation to proper authorities.</p> <p>49740</p> <p>Based on interviews and record review, the facility failed to follow their abuse policies and procedures by failing to immediately report an allegation of abuse for 1 (R86) of 2 residents reviewed for abuse from a sample of 49. This failure resulted from R86 being roughly transferred and allegedly fondled by a male staff member leading to R86 feeling distraught, fearful, and violated by having to report the allegations herself, the following morning after making the concern initially known to the workers involved in the allegation at the time of the event.</p> <p>Findings include:</p> <p>R86 is an alert and oriented thirty-nine-year-old resident with medical diagnosis including but not limited to: Spastic Quadriplegic Cerebral Palsy; Abnormal Posture; Lack of Coordination; Need for Assistance with Personal Care; Chronic Pain Syndrome; Low Back Pain; and Mild Intellectual Disabilities.</p> <p>On 03/10/2025 at 10:00 AM, R86 told the surveyor that on Sunday night, 03/09/2025, at around 9:30 PM, two CNA's identified as V8 and V9 transferred her from her chair to her bed using a mechanical lift device. During this transfer, R86 informed the surveyor that the male CNA, identified as V8, fondled her breasts during the transfer. R86 indicated that both V8 and V9 rushed to lift her from the wheelchair to the bed in a very rough manner and that her knees hit the siderails several times, causing her to shout in pain, but the two aides didn't even apologize and ignored her requests to slow down. R86 also stated that she felt violated when V8 allegedly fondled and touched her breasts from behind her as he was pulling her up in bed, instead of using the draw sheet. R86 explained that she felt that this touch was not accidental because she felt more of a squeezing of her breasts than a mere accidental touch, as she felt V8 was feeling her breasts in an inappropriate manner. R86 said that when V8 allegedly grabbed her breast, she told him, Don't touch my breast, it's inappropriate; we're not five years old. R86 said V8, then, did it again, and she told him, I told you not to touch my breast; and that he replied, well, how else are we supposed to move you?</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 0609</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>When the transfer to the bed was completed, R86 explained that she was in disbelief and told both V8 and V9 that what the male CNA did was not right, but the female CNA (V9) immediately defended the male CNA (V8), even though she herself was not aware of what happened, and stated dismissively, Oh he didn't mean that. R86 continued to profess to both V8 and V9 that what they did was not good and that she was hurt being transferred roughly in the bed, and also being fondled, allegedly, by V8, but both CNA's came across as dismissive of her complaints. R86 explained that she was very upset that night, had difficulty sleeping, and did not feel safe, but she waited until the next morning, at around 11:30 AM, to inform V16 (RN) because she was frightened that V8 was still working in the evening. R86 said V16 asked her, Why didn't you tell me? R86 said she, then, replied, Honestly, because I was in shock.</p> <p>On 03/11/2025 at 12:09 PM, two Surveyors went to visit R86 to follow up on the resident's overall condition and well-being. R86 was seated in her wheelchair and appeared distraught and hesitant to talk to the two male surveyors about the incident that occurred Sunday night, 03/09/2025. R86 stated she was still jittery about the incident that happened to her and wasn't the same. R86 went on to explain to the surveyors that she could not wait until the morning to inform the nurse out of fear that V8 would return, and reiterated that she felt violated by V8. The Surveyors also asked R86 if V8 had ever fondled her breasts before this last incident, and R86 responded that he had not, but became irritated with the surveyors and said that it didn't need to happen more than once and that the fondling of her breasts was the last straw.</p> <p>On 03/11/2025 at 11:55 AM, V16 (RN) told the Surveyor she worked a double shift on Sunday night, 03/09/2025, and left at 9:45 PM, adding no staff reported any concerns to her that Sunday. However, V16 said she did have a resident report something to her the following day, Monday, 03/10/2025; and it was regarding a CNA from the prior day, Sunday. V16 said R86 told her that V8 used a mechanical lift to put her to bed; that he was rough; and that he grabbed both of her breasts to pull her up on her bed. V16 said V9, the CNA in charge of R86's care on Sunday, 03/09/2025, did not mention anything to her.</p> <p>On 03/12/2025 at 11:15 AM, V8, a male CNA, told the Surveyor that on Sunday, 03/09/2025, V9 asked for assistance with a larger-sized resident for a two-person change. V8 said it was possible that part of R86's breasts were touching his forearms during the transfer, and that R86 did display some frustration toward him, saying, You shouldn't be touching me like that. V8 said he, then, finished and left. V8 said he did not inform anyone, afterwards, about what R86 said to him based on her facial expressions and his apology; understood that if there was a concern, he was supposed to report the issue, immediately, but felt there was none; and should have told his immediate supervisor, or the nearest nurse, and the abuse coordinator.</p> <p>On 03/12/2025 at 12:30 PM, V9, a female CNA, told the Surveyor she was assigned to provide R86 with a two-person mechanical lift transfer on Sunday night, 03/09/2025; so, she asked V8 to help her at 9:30 PM. V9 said during the mechanical lift procedure, V8 unintentionally touched R86's breasts, prompting her to say something. V9 said she, then, asked R86 if she was referring to her, to which R86 replied, Not you, I'm not talking to you; you didn't touch my breasts. V9 said after both CNA's apologized and completed the transfer, they left the room. V9 said that after leaving R86's room, she didn't feel she needed to do anything else, since R86 had directed her allegation toward V8, not her, and expected V8 to report it, if anyone; but added, maybe she should have told the shift nurse.</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 - Some</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 03/12/2025 at 2:20 PM, V1 (Administrator) told the Surveyor his facility's policy on abuse reporting was for staff to report any allegation of abuse, immediately to the administration. V1 said he did not think the CNA's needed to report R86's concern from Sunday, 03/09/2025 immediately because R86 hadn't made an accusation at that point; however, V1 said staff should report, immediately if there is an allegation, but there had to be some intent on the part of the staff member, first.</p> <p>On 03/13/2025 at 1:45 PM, V2 (Director of Nursing) told the Surveyor that when a staff member inadvertently touches a resident during care, the resident will typically say, hey, you touched me, then, the CNA will reply, I'm sorry, and no reporting is necessary. However, if a resident would insist and say, hey, I don't think you're sorry, I don't believe you, and doesn't accept the staff's apology, then she felt they should report it, immediately.</p> <p>On 03/13/2025 at 3:54 PM, V18 (Medical Director) told the Surveyor he understood that the day after R86's incident on 03/09/2025, R86 complained to her psychologist about it. V18 also said if allegations were serious, you would have to report it, immediately.</p> <p>The facility's Abuse and Neglect Policy, revised 07/12/2024, states in part: 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. Also, the policy states: Sexual abuse, such as unwanted touching of the breast or perineal area, must be reported.</p> <p>The facility Nursing Assistant Assignment sheet for Sunday, 03/09/2025, second floor, PM shift listed V8 and V9 on the floor, with V9 assigned R86's room.</p> <p>The facility's Timecard for Sunday, 03/09/2025, noted V8 having clocked in at 3:02 PM and clocked out at 10:58 PM. The facility's Timecard for Sunday, 03/09/2025, noted V9 having clocked in at 3:00 PM and clocked out at 11:00 PM.</p> <p>V8's facility and Neglect Prevention Quiz, no date, states V8 correctly acknowledged if the facility's Abuse Coordinator was absent in the building, allegations and/or suspicions of abuse must be immediately reported to your immediate supervisor.</p> <p>A facility in-service training session, dated 01/17/2025, with the topic of abuse, was signed by V8.</p> <p>The facility's Agency Certified Nursing Assistant (CNA) Onboarding Checklist, dated 02/18/2025 and signed by V9, states, in part, the staff member acknowledges they will report any allegation of abuse immediately to the Abuse Coordinator/and, or the immediate supervisor.</p> <p>V9's Agency post test Answer Key-Abuse Prevention Education indicates V9 acknowledged Alleged abuse, neglect, exploitation, or mistreatment must be reported to the Administrator immediately.</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p> <p>Note: The nursing home is disputing this citation.</p>	<p>Provide appropriate treatment and care according to orders, resident's preferences and goals.</p> <p><b>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY**</b> 46066</p> <p>Bases on interviews and record review, the facility failed to provide an adequate care for acute change in condition for one of one (R107) residents reviewed for change in condition in the sample of 49. This failure resulted in delaying R107's hospitalization , further assessment, and emergent treatment of R107's right shoulder fracture.</p> <p>Findings include:</p> <p>R107 is a [AGE] year old female admitted to the facility on [DATE] with diagnosis including but not limited to Wedge Compression Fracture of First Lumbar Vertebra; Dysphagia; Insomnia; Anxiety Disorder; Repeated Falls; Low Back Pain; Cardiac Arrest; Type 2 Diabetes Mellitus; Paroxysmal Atrial Fibrillation; Secondary Malignant Neoplasm of Breast; and Polyneuropathy.</p> <p>According to R107's MDS (Minimum Data Set) assessment dated [DATE] under section C, R107 BIMS (Brief Interview of Mental Status) score of 12 out of 15 indicating moderate cognitive impairment.</p> <p>On 03/10/25 at 11:44 AM R107 said, Around two weeks ago, I don't know what time, I know it was dark, I was attempted to go to the bathroom and fell of my bed. I didn't call staff for help because I'm able to go by myself. I went to the hospital to get an x-ray which showed I broke my shoulder.</p> <p>On 03/12/25 at 09:47 AM V12 (registered Nurse) said, I worked a night sift (11:00 PM - 7:30 AM) on 2/7/2025-2/8/2025. I received a report from V10 (Licensed practical Nurse), that R107 was given pain medication for pain in the right shoulder. I was told it was probably some ongoing pain. I then proceeded to make my rounds and checked how was R107 doing. I assessed R107 around 11:30 PM, and I noted discoloration and mild swelling to her right shoulder. Upon further assessment, during R107's range of motion, I noticed facial grimacing with movement. I realized that this was not reported to me from a previous shift. I asked R107 what happened, whether she had a fall, R107 said that she doesn't know what happened and how she got the injury. R107 is sometimes forgetful. I immediately notified the shift supervisor. I notified the doctor and received and x-ray order which was done after I finished my shift (after 7:00 AM on 2/8/2025). Last time I worked with R107 was on the night of 2/4/2025, and she was fine then.</p> <p>On 03/12/25 at 10:36 AM V7 (licensed Practical Nurse) said, I took care of R107 on the night of 2/6/2025 (11:00 PM - 7:30 AM 2/6/2025 - 2/7/2025). V2 (Director of Nursing) called me and asked me about what happened that night. R2 (DON) was completing an investigation related to R107's injury; I said, Nothing happened. I gave R107 pain medications because she asked for them. R107 said that her shoulder hurt, I looked at it, but I didn't see any injury. I asked her if R107 fell or injured herself, R107 denied falling or hitting it. Surveyor asked what assessment did V7 (LPN) complete, V7 (LPN) said, I did range of motion, R107 did not have any difficulties moving her arm. Surveyor clarified where was this assessment documented, V7 (LPN) said, I did not document it. R107 always complaints of pain. I did not receive report of R107's new shoulder pain in the hand off report and was not notified of anything unusual. Generally speaking, if resident's assessment is unusual, I document such assessment, but R107's was the same because she complains of pain.</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 03/12/25 at 11:45 AM V13 (Registered Nurse) said, On 2/7/2025 (7:00 AM - 3:30 PM) R107 was complaining of pain to her right arm. R107 said it was more painful than usual, so I asked if anything happen, R107 said, No, I didn't do anything. I assessed R107's range of motion, R107 was able to move the arm, but said it was painful. I looked at R107's right arm, she was wearing a gown, so the arm was not red or anything beneath the sleeve. I did not document that assessment. R107 said the arm pain was ongoing for day or two. R107 had blood glucose sensor on her right arm that she thought might have cause the pain, so I removed it. I gave additional pain medication, for pain level of 6 and followed up in an hour, and R107 said she was ok. I document when every time I provide care to the resident. R107 is always in general pain, so I didn't document R107's assessment for the shoulder pain. I reported it to V10 (Licensed Practical Nurse) that R107 was complaining of the right arm pain but I thought it was due to the blood glucose sensor, according to R107, once I removed it, R107 said it felt fine. V7 (Licensed Practical Nurse) said that R107 was complaining of the pain to the right arm but said that she gave her pain medication. Once I narrowed it down to the sensor, I didn't recognize this as a change in condition. Surveyor asked V13 (RN) to define change in condition, V13 (RN) said, Change in condition could be anything abnormal, appearance, movement, change in the vital signs, and increase in pain.</p> <p>On 03/12/25 at 01:29 PM V14 (Attending Physician) said, I was notified on 2/8/2025, That R107 was complaining of shoulder pain, and later on, they found some bruising and worsened ROM (range of motion). X-ray was ordered which showed a fracture. The fracture that R107 acquired could occur as a result of a fall with extended arm or arm wedged under the body. Some of the symptoms of extremity fracture are pain, inability to move the extremity or painful to move, and discoloration. Discoloration becomes obvious within 24-48 hour, but limited movement is apparent right away. Negative outcome of extremity fracture that R107 suffered would be shown especially in pain. Nurses should primarily assess range of motion and pain which should be documented. It is only a speculation of what happened if there is no documentation.</p> <p>On 03/12/25 at 02:46 PM V10 (Licensed Practical Nurse) said, I worked an afternoon shift (3:00 PM to 11:30 PM) on 2/7/2025. I was assigned to R107. R107 was in pain from the morning. V13 (RN) told me in the hand off that R107 was complaining of right arm pain and that V13 (RN) gave R107 pain medication and removed blood glucose sensor off R107's right arm. R107 has never had pain related to her blood glucose sensor before. I asked why is R107 having the pain, and she said it was her arthritis pain, so I requested one time dose pain medicine for R107 [NAME] gave it to her around 8:00 PM. The only assessment I performed was the pain scale before I gave R107 the pain medication at 4:33 PM. Surveyor asked what is change in condition, V10 (LPN) said, If there is something new that happens, that would be a change in condition. I didn't see any injury on R107's right arm. I didn't document this assessment because there was no change in R107's condition. R107 has chronic pain. R107 doesn't always complaint of the right shoulder but R107 complained of pain in other parts of the body in past. In case of change in condition, nurses should do comprehensive assessment and notify the doctor.</p> <p>(continued on next page)</p>		

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<p>F 0684</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p> <p>Note: The nursing home is disputing this citation.</p>	<p>On 03/13/2025 at 01:32 PM V2 (Director of Nursing) said, If a resident complains of pain the nurses should perform pain assessment and offer medicine. If the pain remains, they should call the doctor. If the pain is not decreasing it would be considered change in resident's condition. Pain assessment is documented as a separate document under the assessment tab in the resident's electronic health record. The pain assessment is done before administering pain medication. If there are additional findings upon the assessment, I would expect nurses to not only document but notify the physician that there are new findings. If resident complaints of a shoulder pain there should be a pain assessment, range of motion, skin assessment to determine discoloration or swelling, and overall resident interview to try to find out the source of pain.</p> <p>Absent are any documented assessments between 02/06/2025 - 02/07/2025 to show R107's new pain or limited range of motion in the right shoulder.</p> <p>V17's (Medical Doctor) progress note dated 02/08/2025 12:21 AM read sin part, (R107) was noted to have swelling and bruising of right upper arm. Movement of arm causes pain. This is an acute new problem; condition is worsening with several day old bruise; may have occurred by occult injury.</p> <p>V12's (Registered Nurse) progress note dated 02/08/2025 2:33 AM reads in part, Received (R107) in bed at 11:45 PM on 02-07-25 after report, noted (R107) with discoloration to RuA (right upper arm)/shoulder area. (R07) does not know how/ where she got the discoloration. noted (R107) with facial discomfort when trying the elevate Right upper extremities.</p> <p>R107's February 2025 Medication Administration Record shows that R107 pain scale range from 3-8 between 02/06/2025 - 02/08/2025 and that R107 received additional pain medication for new right shoulder pain.</p> <p>R107's X-ray dated 02/08/2025 9:05 read in part, Procedure: Right Shoulder, Complete, 2+ Views. Patient report for: (R107). Findings: Right Shoulder: Acute comminuted nondisplaced humeral neck fracture.</p> <p>R107's hospital record dated 02/08/2025 reads in part, Exam: XR Shoulder 3 View Right, XR Humerus 2 View Right; Clinical indication: Trauma. Findings: There is markedly comminuted proximal humeral fracture with the alignment appears maintained.</p> <p>R107's orthopedic note dated 03/04/2025 reads in part, OT (Occupational Therapy): NWB (No Weight Bearing); PROM (Passive Range of Motion); Pendulums.</p> <p>The facility Licensed Practical Nurse Floor Nurse and Registered Nurse Floor Nurse job description dated 12/01/2029 reads in part, Essential Functions: Carry out direct contemporaneous charting in your shift. Responsible for all nursing care assigned Guests while on duty. Must notify appropriate persons if there is any significance change in a Guest's condition or any transfer to a hospital.</p>		