

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145866	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 09/25/2024
NAME OF PROVIDER OR SUPPLIER Hickory Vlg Nrsng & Rhb		STREET ADDRESS, CITY, STATE, ZIP CODE 9246 South Roberts Road Hickory Hills, IL 60457	

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** 40718</p> <p>Based on interviews and record reviews the facility failed to follow their policy and procedures for abuse prevention by not implementing approaches that would reduce the chances of abuse and by not identifying a resident's behaviors that can lead to abuse. This failure applies to four of six residents (R1, R2, R4, and R6) reviewed for abuse.</p> <p>Findings include:</p> <p>R1 is a [AGE] year-old male who was admitted to the facility 02/26/2024 with a diagnosis's history of Schizoaffective Disorder, Schizophrenia, Psychotic Disorder with Delusions, Generalized Anxiety Disorder, Major Depressive Disorder, Violent Behavior, and Drug Induced Secondary Parkinsonism.</p> <p>R1's Level II PASRR (Preadmission Screening and Resident Review) dated 02/26/2024 documents:</p> <p>He has a history of physically acting out towards peers.</p> <ul style="list-style-type: none"> - A good day is Waking up, eating breakfast, getting sun light, running (partaking in sports), being able to have some peace without people bothering you. - He does not like becoming agitated, verbal aggression, and isolation. - To provide the best care for you, others need to be not being aggressive/loud or being very impulsive loud. - A bad day is Bullying from peers, people overstepping boundaries and personal space, becoming aggressive. <p>Behavior and Symptoms include:</p> <ul style="list-style-type: none"> - Serious difficulty interacting with others. <p>R1's current care plan initiated 02/27/2024 documents he has violent behavior related to Schizoaffective disorder, Bipolar type and has a history of aggressive behavior.</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 - Few</p>	<p>R1's progress note dated 09/09/2024 documents at 4:35am, he was in the hallway with his roommate shouting and very aggressive, he was the aggressor, he voiced that his roommate was shouting, calling him the F word and telling him to turn down his volume and so he got upset and punched him. The Victim (R2) had a little abrasion because he was trying to get away from him and he missed his step and sat on the floor.</p> <p>R2 is a [AGE] year-old male with a diagnosis's history of Bipolar Disorder, Atherosclerotic Heart Disease and Pleural Effusion who was admitted to the facility 07/31/2023.</p> <p>R2's progress note dated 09/09/2024 documents at 4:35am, he was in the hallway sitting on the floor with his roommate, the roommate was shouting and very aggressive, resident was the victim, he voiced that his roommate was playing a very loud music on his phone, and he called him the F word, and told him to turn his volume down and so his roommate got upset and punched him.</p> <p>Abuse Investigation Report dated 09/09/2024 documents R1 and R2 were in a physical altercation resulting in R2 sustaining a small abrasion to the left elbow. Witness statement from R1 dated 09/09/2024 documents at around 4:30 AM he and his roommate R2 had a verbal altercation that resulted in R1 hitting R2 in the face, R1 stated he did not want to remain in the room with R2, he is unable to get any sleep and was listening to music which led R2 to become verbally aggressive to him resulting in him hitting R2. Witness statement from R2 dated 09/09/2024 documents at around 4:30 AM he asked his roommate R1 in a verbally aggressive way to turn down his music and while attempting to use the bathroom R1 punched him multiple times in the face, he moved into the hall and lost his balance and fell . Witness statement from R3 (Roommate) dated 09/09/2024 documents he did not witness R1 and R2 fighting, he heard them argue for a minute.</p> <p>On 09/24/2024 at 10:28 AM, R2 stated on 09/09/2024 R1 was playing his music loud and he used vulgar and aggressive communication when he told him to shut it off. R2 stated he then went to the bathroom and R1 cut off R2's television so R2 couldn't see it. R2 stated R1 began throwing punches at him after returning from the bathroom. R2 stated R1 attacked someone else after this incident and was sent out of the facility. R2 stated R1 is going to end up in jail because of his behaviors.</p> <p>On 09/24/2024 at 1:05 PM R2 stated he was not educated on how not to trigger R1 to aggression or violence before becoming his roommate. R2 stated if he had been made aware he would have approached R1 very differently about his music on 09/09/2024. R2 stated the facility doesn't help with anything.</p> <p>On 09/24/2024 at 2:05 PM V7 (Psychosocial Services Rehabilitation Director) confirmed that if residents have a history of aggressive behavior, any potential roommates will be educated of what triggers their aggression. V7 stated he could not locate any documentation of education being provided to R2 and R3 regarding R1. V7 stated that during the time R2 was admitted to the room R1 was not exhibiting any behaviors. V7 stated he believes R1's triggers for aggression are wanting to go home, family life and certain family members. V7 stated prior to R1's incident with R2 he didn't have any triggers and was fine.</p> <p>R1's progress notes from June - September 2024 document he exhibited multiple instances of mood instability and was hospitalized five times within two months due to depressive, agitated, and aggressive behaviors.</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>On 09/24/2024 3:58 PM V1 (Administrator) responded yes definitely when asked by surveyor is it important that residents be informed about triggers for potential roommates with a history of aggressive behavior.</p> <p>R4 is a [AGE] year-old female with a diagnosis's history of Bipolar Type Schizoaffective Disorder, Schizophrenia, Epilepsy, and Dementia who was admitted to the facility 07/01/2024.</p> <p>R6 is a [AGE] year-old female with a diagnosis's history of Post Traumatic Stress Disorder, Bipolar Disorder, Depression, Anxiety Disorder, Blindness in One Eye, and Seizures who was admitted to the facility 07/11/2024.</p> <p>R4's Level II PASRR (Preadmission Screening and Resident Review) dated 06/30/2024 documents:</p> <p>Her mental health symptoms in the past have included:</p> <ul style="list-style-type: none"> -Being easily upset. -Rapid emotional changes throughout the day. -She is currently easy to annoy. -She is currently able to easily upset when you are unable to make your needs known. -She yells and screams at others when she is unable to communicate her thoughts. <p>R4's current care plan does not include a care plan or interventions for her behaviors identified in her Level II PASRR screening from 06/30/2024.</p> <p>R4's progress note dated 09/19/2024 documents a Certified Nursing Assistant attempted to give brief to R4, she then turned around and scratched her arm. She also scratched another resident on her arm as well as she was walking by.</p> <p>On 09/24/2024 at 10:18 AM V4 (Certified Nursing Assistant) stated R4 has scratched a resident before. V4 stated R4 can become physically aggressive at times based on how she is approached by staff or if residents are saying things to or around her that she doesn't like.</p> <p>On 09/24/2024 at 3:29 PM V7 (Psychosocial Services Rehabilitation Director) stated the behaviors listed in R4's Level II PASRR from June 2024 should be included in her care planning. V7 stated he is behind in updating care plans.</p> <p>On 09/25/2024 at 11:38 AM V1 (Administrator) reported that R4 scratched R6 on 9/19/24.</p> <p>The facility's Abuse Policy received 09/24/2024 states:</p> <p>This facility affirms the right of our residents to be free from abuse. The purpose of this policy is to assure that the facility is doing all that is within its control to prevent occurrences of abuse.</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>This will be done by:</p> <p>Establishing an environment that promotes resident sensitivity, resident security, and prevention of mistreatment.</p> <p>The facility desires to prevent abuse by establishing a resident sensitive environment. This will be accomplished by a comprehensive quality management approach involving the following:</p> <p>Resident Assessment - As part of the resident's life history on the admission assessment and comprehensive care plan, staff will identify residents who have needs, triggers and behaviors that might lead to conflict. Through the care planning process, staff will identify any problems, goals, and approaches, which would reduce the chances of abuse.</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>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40718</p> <p>Based on interviews and record reviews the facility failed to follow their policy and procedures for abuse reporting by not ensuring an incident of resident-to-resident abuse was reported to the administrator or to the state agency. This failure applies to two of six residents (R4 and R6) reviewed for abuse.</p> <p>Findings include:</p> <p>R4 is a [AGE] year-old female with a diagnosis's history of Bipolar Type Schizoaffective Disorder, Schizophrenia, Epilepsy, and Dementia who was admitted to the facility 07/01/2024.</p> <p>R4's progress note dated 09/19/2024 documents a Certified Nursing Assistant attempted to give brief to R4, she then turned around and scratched her arm. She also scratched another resident on her arm as well as she was walking by.</p> <p>On 09/24/2024 at 10:18 AM, V4 (Certified Nursing Assistant) stated R4 has scratched a resident before. V4 stated R4 can become physically aggressive at times based on how she is approached by staff or if residents are saying things to or around her that she doesn't like.</p> <p>R6 is a [AGE] year-old female with a diagnosis's history of Post Traumatic Stress Disorder, Bipolar Disorder, Depression, Anxiety Disorder, Blindness in One Eye, and Seizures who was admitted to the facility 07/11/2024.</p> <p>R6's progress notes dated 09/19/2024 did not include documentation of her being scratched by another resident.</p> <p>Review of the facility's abuse investigation reports from September 2024 on 09/24/2024 did not include a report of R4 scratching R6.</p> <p>On 09/25/2024 at 11:38 AM V1 (Administrator) reported that R4 scratched R6 on 9/19/24. V1 stated she was sending an initial reportable now. V1 stated the nurse on duty will be counseled on reporting/communicating any incident to the Administrator (Abuse Coordinator) and Director of Nursing immediately.</p> <p>The facility's Abuse Policy received 09/24/2024 states:</p> <p>Employees are required to report any incident of potential abuse to an immediate supervisor who must then immediately report it to the administrator or to a compliance hotline or compliance officer. In the absence of the administrator, reporting can be made to an individual who has been designated to act in the administrator's absence.</p> <p>Any incident that does not involve abuse and does not result in serious bodily injury shall be reported (to the state agency) within 24 hours.</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Develop and implement a complete care plan that meets all the resident's needs, with timetables and actions that can be measured.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40718</p> <p>Based on interviews and record reviews the facility failed to follow their policy and procedures for care planning by not preparing a comprehensive care plan including residents identified preferences, problems, risk factors, and needs. This failure applies to two of six residents (R1 and R4) reviewed for care planning.</p> <p>Findings include:</p> <p>R1 is a [AGE] year-old male who was admitted to the facility 02/26/2024 with a diagnosis's history of Schizoaffective Disorder, Schizophrenia, Psychotic Disorder with Delusions, Generalized Anxiety Disorder, Major Depressive Disorder, Violent Behavior, and Drug Induced Secondary Parkinsonism.</p> <p>R1's Level II PASRR (Preadmission Screening and Resident Review) dated 02/26/2024 documents:</p> <p>He enjoys sports, soccer, food, and eating.</p> <p>-Soccer is his favorite.</p> <p>-He is good at playing sports, school, and running.</p> <p>-A good day is Waking up, eating breakfast, getting sun light, running (partaking in sports), being able to have some peace without people bothering you.</p> <p>-A Career, education, and sports is important to him.</p> <p>-To provide the best care for you, others need to be one-on-one, talking about sports.</p> <p>He will need to be provided the following services and/or supports:</p> <p>Socialization and recreation activities to decrease isolation, improve mood, and increase peer-interaction. Some things he enjoys includes sports, soccer, food, and eating.</p> <p>R1's current activities care plans initiated 06/06/2024 and 07/21/2024 documents he has poor use of leisure time and demonstrates significant problems with leisure and time planning related to lack of interest and initiative, R1 states he enjoys arts & crafts, exercise group, however, declines invitations to the groups, and does not include his interest in soccer or sports identified in his Level II PASRR from 02/26/2024.</p> <p>(continued on next page)</p>

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 09/24/2024 3:32 PM V8 (Activities Director) stated R1 had a lack of interest of doing anything, he would come to socials or activities involving snacks and sit on the patio but other than that would never participate in activities. V8 stated R1 informed he likes arts and crafts but would never participate. V8 stated she asks the residents what their interest are and only includes information they provide directly. V8 stated if she was aware of R1's interest in soccer and sports she would have gotten a soccer ball and had him go outside, turned sports on television, and possibly taken him to a game.</p> <p>On 09/24/2024 at 3:58 PM V1 (Administrator) stated information regarding activity interests from past medical records should be included in the care planning process because at times residents may not divulge all available information due to discomfort or communication challenges.</p> <p>R4 is a [AGE] year-old female with a diagnosis's history of Bipolar Type Schizoaffective Disorder, Schizophrenia, Epilepsy, and Dementia who was admitted to the facility 07/01/2024.</p> <p>R4's Level II PASRR (Preadmission Screening and Resident Review) dated 06/30/2024 documents:</p> <p>Her mental health symptoms in the past have included:</p> <ul style="list-style-type: none"> -Being easily upset. -Rapid emotional changes throughout the day. -She is currently easy to annoy. -She is currently able to easily upset when you are unable to make your needs known. -She yells and screams at others when she is unable to communicate her thoughts. <p>R4's current care plan does not include a care plan or interventions for her behaviors identified in her Level II PASRR screening from 06/30/2024.</p> <p>On 09/24/2024 at 3:29 PM V7 (Psychosocial Services Rehabilitation Director) stated the behaviors listed in R4's Level II PASRR from June 2024 should be included in her care planning. V7 stated he is behind in updating care plans.</p> <p>The facility's Care Planning Policy received 09/24/2024 states:</p> <p>Purpose of the Policy is: An individualized Comprehensive Care Plan that includes measurable objectives and timetables to meet the resident's mental and/or psychological needs is developed for each resident.</p> <p>Each resident's Comprehensive Care Plan has been designed to:</p> <ul style="list-style-type: none"> Incorporate identified problem areas. Incorporate risk factors associated with identified problems. <p>(continued on next page)</p>		

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<p>F 0656</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Reflect the residents needs and preferences.</p>

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<p>F 0741</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>Ensure that the facility has sufficient staff members who possess the competencies and skills to meet the behavioral health needs of residents.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 40718</p> <p>Based on interviews and record reviews the facility failed to follow their policy and procedures for provision of social services by not ensuring there is a sufficient number of social services staff to serve the needs of their residents. This failure applies to one of six residents (R1) reviewed for behavioral health services.</p> <p>Findings include:</p> <p>R1 is a [AGE] year-old male who was admitted to the facility 02/26/2024 with a diagnosis's history of Schizoaffective Disorder, Schizophrenia, Psychotic Disorder with Delusions, Generalized Anxiety Disorder, Major Depressive Disorder, Violent Behavior, and Drug Induced Secondary Parkinsonism.</p> <p>R1's current care plan documents he has violent behavior related to Schizoaffective disorder, Bipolar type and has a history of aggressive behavior, and has little interest or pleasure in doing things.</p> <p>R1's Level II PASRR (Preadmission Screening and Resident Review) dated 02/26/2024 documents:</p> <p>He has a history of physically acting out towards peers.</p> <p>He has Level II PASRR conditions of:</p> <ul style="list-style-type: none"> -Schizophrenia; -Schizoaffective disorder; -Schizoaffective disorder, bipolar type; -Bipolar disorder; -Depression. <p>Which likely need routine follow up with a mental health professional.</p> <p>R1's progress notes from June - September 2024 document he exhibited multiple instances of mood instability and was hospitalized five times within two months due to depressive, agitated, and aggressive behaviors.</p> <p>R1's Psychiatric Progress note dated 06/17/2024 documents his mood as irritable and anxious.</p> <p>R1's progress note dated 07/12/2024 documents he dialed 911 and reported to the paramedics I don't like my medication here, I can't survive here, I want to go and get some help; he voiced feeling of hopelessness and helplessness and was agitated, had already packed all his belongings prior to dialing 911, and was transported by the paramedics to the hospital.</p> <p>(continued on next page)</p>		

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<p>F 0741</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>R1's progress note dated 07/29/2024 documents he called the Police/911 and when the police asked R1 what was wrong, he replied, I am getting crazier here, they are making me take pills that are very long, I want to go to the hospital The paramedics transported R1 to the hospital.</p> <p>R1's progress note dated 08/20/2024 documents R1 had manic episode in the front lobby with eyes rolling up in his head and hitting his head purposely on the floor. The ambulance was called to transfer him to the hospital for further psychological evaluation.</p> <p>R1's progress note dated 08/26/2024 documents he was observed with aggressive behavior, punching his TV, responding to internal stimuli, hallucinating, passing, and exhibiting irrational and impulsive behavior, the physician was notified, and an order was placed to send him to the hospital for medical evaluation.</p> <p>R1's progress note dated 09/17/2024 06:21 PM documents he was displaying physically aggressive behavior upon visit from family members, he attempted to strike his family member with his fist and also attempted to kick another family member and was not easily redirectable. R1 is also refusing medications and not compliant with plan of care. R1 contacted 911 to file a police report against his family member. After officers left, resident continued pacing hallways menacingly with auditory hallucinations. R1 was sent to the hospital.</p> <p>R1's progress notes from June - September 2024 document interaction from social services once on 06/03/2024, once on 07/23/2024, and once on 09/17/2024.</p> <p>R1's hospital report dated 08/24/2024 documents he continued to be easily agitated and threatening towards others. He was helped to develop better coping mechanisms to deal with his negative feelings. With medication, one to one, group and individual therapies, he was showing improvement in his mood and psychotic symptoms.</p> <p>On 09/24/2024 at 10:42 AM V2 (Director of Nursing/Registered Nurse) stated R1 has been in and out of the hospital frequently. V2 stated R1 is a newer resident to the facility and is very young. V2 stated R1 was recently sent out to the hospital due to becoming verbally aggressive and physically threatening towards his family members while they were visiting because he wanted to go home with them. V2 stated R1 had been exhibiting exit seeking behavior and was upset with his father and brother because they could not take him in. V2 stated R1 had also been experiencing hallucinations.</p> <p>On 09/24/2024 at 2:05 PM V7 (Psychosocial Services Rehabilitation Director) stated he believes R1's triggers for aggression are wanting to go home, family life and certain family members. V7 stated the difficulties he had with R1 was getting him to attend groups. V7 stated non-pharmacological interventions that were being implemented for R1's behavioral health were getting him set up with a mental health counselor approximately 3-4 months ago. V7 stated V6 (Mental Health Counselor) was attempting to see R1 at least once weekly, but he declined so she discontinued and then planned to attempt again in September. V7 stated additional nonpharmacological interventions included providing R1 with encouragement. V7 stated he would attempt to see or check in on R1 at least once weekly. V7 stated he believes family not coming or contacting him much may have contributed to his frequent hospitalization s. V7 agreed R1 could have benefited from more frequent check ins and interaction from social services but with only two social workers this would not be possible to do in conjunction with addressing all the needs of their current resident population.</p> <p>(continued on next page)</p>		

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<p>F 0741</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p>	<p>On 09/25/2024 at 11:11 AM V1 (Administrator) reported the facility has two social services staff including V7 (Psychosocial Services Rehabilitation Director) and V9 (Social Service Aide).</p> <p>The facility's Social Services Policy received 09/24/2024 states:</p> <p>The Purpose of the Policy is To provide medically related social services to assist residents in attaining and maintaining their highest practicable level of mental and psychosocial well-being based upon identified needs and the facilitation of the provision of services to meet those needs.</p> <p>Other Social Service staff will be employed, as needed, who are qualified by education and work experience in recognizing and initiating action towards solving social problems of the resident population.</p> <p>Social Service staff responsibilities include:</p> <p>Assisting residents in coping with illness, adjusting to the facility, promoting a therapeutic environment for the continuity of relationships with the family and community.</p>		