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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145918 | (X2) MULTIPLE CONSTRUCTION A. Building B. Wing | (X3) DATE SURVEY COMPLETED 04/03/2025 |
| NAME OF PROVIDER OR SUPPLIER The Haven of Bridgeport | | STREET ADDRESS, CITY, STATE, ZIP CODE 900 East Corporation Bridgeport, IL 62417 | |

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) |
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| <p>F 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Few</p> | <p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>Based on interview, observation and record review, the facility failed to answer call lights in a timely manner for 3 of 12 residents (R6, R7, R8) reviewed for call light response times in a sample of 12.</p> <p>Findings include:</p> <ol style="list-style-type: none"> On 3/31/2025 at 11:47am, R7 activated her call light and at 12:15pm, V2 (Director of Nursing) responded. On 3/31/2025 at 12:25pm, R7 who was alert to person, place and time stated staff do not answer the call lights very quickly and she frequently has to wait 25-30 minutes for her call light to be answered. R7 said it doesn't matter what time of day it is or who is working, call lights are not answered very quickly. R7 said the resident council brings up the call light issue, but nothing has changed. On 3/31/2025 at 10:55am, R6 who was alert to person, place and time stated she usually has to wait about 30 minutes for her call light to be answered. R6 said resident's have complained in resident council about the call light response times. On 3/31/2025 at 12:00pm, R8 who was alert to person, place and time stated staff do not answer her call light very fast and she waits about 30 minutes to get her call light answered. <p>Resident council meeting minutes dated 1/29/2025 documented the residents brought forth complaints to administration concerning call light response times.</p> <p>Resident council meeting minutes dated 2/25/2025 documented the residents again brought forth complaints to administration concerning call light response times.</p> <p>On 4/3/2025, V2 (Director of Nursing) said she knows call lights have been a problem lately. V2 said they will re-educate staff on timely call light response times. V2 said she expected the residents call light to be answered in 15 minutes or less.</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.

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| LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE | TITLE | (X6) DATE |
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