

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 145969	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 08/01/2024
NAME OF PROVIDER OR SUPPLIER Aperion Care Forest Park		STREET ADDRESS, CITY, STATE, ZIP CODE 8200 West Roosevelt Road Forest Park, IL 60130	

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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>Honor the resident's right to a dignified existence, self-determination, communication, and to exercise his or her rights.</p> <p>46066</p> <p>Based on observation, interview, and record review the facility failed to ensure residents are treated in a dignified manner by using personal cell phones while monitoring residents for 4 (R6, R8, R12, R13) of 6 residents reviewed for resident's rights in the sample of 15.</p> <p>Findings include:</p> <p>On 07/29/2024 at 10:45 AM Surveyor observed V7 (Certified Nursing Assessment) in the 3rd floor unit hallway with white earpiece talking and laughing loudly while gathering patient care items.</p> <p>On 07/29/2024 at 11:10 AM Surveyor interviewed V1 (Administrator) who said that staff is not allowed to be on their phones during work hours.</p> <p>On 07/29/2024 at 11:45 AM Surveyor observed V6 (Certified Nursing Assistant) talking on his cell phone in the 4th floor unit dining room. R6, R8, R12, and R13 were present in the dining room at this time.</p> <p>On 07/29/2024 at 11:47 AM Surveyor interviewed V6 (Certified Nursing Assistant) who said: I'm monitoring residents in the dining room at this time. Surveyor asked if staff is allowed to make personal phone calls during work hours, V6 (CNA) responded, We're not supposed to be on the phone while caring for residents, but I had to take this call.</p> <p>On 07/29/2024 at 12:25 PM Surveyor observed V7 (CNA) observed looking down at the phone screen while collecting trays and monitoring residents in the 3rd floor dining room.</p> <p>On 07/29/2024 at 12:25 PM, R10 reported seeing staff on their phones while providing care at times but could not identify any staff by name.</p> <p>On 07/29/2024 at 12:43 PM, R11 said that staff are always talking on their phones or have an earpiece in their ear talking to someone while providing care or serving meals, especially in the morning. The last time R11 saw this staff behavior was previous day (07/28/2024) but could not identify any staff by name.</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 0550</p> <p>Level of Harm - Minimal harm or potential for actual harm</p> <p>Residents Affected - Some</p>	<p>On 07/29/2024 at 1:19 PM, R8 said staff talk on their phones all the time, some have earpieces in their ears too during cares, meals, basically all the time when providing care. R8 could not identify any staff by name.</p> <p>On 07/29/2024 at 12:37 PM Surveyor asked if staff provides resident care while on the phone, R4 said, I see staff on their phones all the time, both, CNAs and nurses. I don't know their names, there are often from the agency.</p> <p>On 07/29/2024 at 1:00 PM Surveyor asked if staff provides resident care while on the phone, R9 said, Yes, staff is on their cell phones. They are on their cell phones when they watch us smoke and when they watch us in the dining rooms. There are no specific people, it's all of them, nurses and CNAs.</p> <p>On 07/30/2024 at 1:54 PM Surveyor interviewed V22 (Certified Nursing Assistant) who said: Upper management tells us not to use cell phones during work hours. If it's an emergency call, we are supposed to take it in the staff room. Staff room is available on each floor. I see a lot of coworkers on their phones during work hours though.</p> <p>Aperion Care Employee Handbook dated November 2019 reads in part, Telephone Calls and Telephone Cameras: Use of personal cell phones, including photographing and texting during business hours, should only be in designated break rooms.</p> <p>The facility Resident Rights dated 01/04/2029 reads in part, Purpose: To promote the exercise of rights for each resident, including any who face barriers (such as communication problems, hearing problems, and cognition limits) in the exercise of these rights. A resident, even though determined to be incompetent, should be able to assert these rights based on his or her degree of capability. Guidelines: Notice of resident rights will be provided upon admission to the facility. These rights include the resident's rights to: Exercise his or her rights; Privacy and confidentiality.</p>		