

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 146062	(X2) MULTIPLE CONSTRUCTION A. Building B. Wing	(X3) DATE SURVEY COMPLETED 01/08/2025
NAME OF PROVIDER OR SUPPLIER Center Home Hispanic Elderly		STREET ADDRESS, CITY, STATE, ZIP CODE 1401 North California Chicago, IL 60622	

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 0697</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>Provide safe, appropriate pain management for a resident who requires such services.</p> <p>**NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** 44314</p> <p>Based on observation, interview and record review, the facility failed to manage R3's pain by failing to have R3's Norco pain medication in stock. This failure resulted in R3 going without his medication for more than 24-hours and experiencing excruciating leg, wound, and body pain rated as 8 out of 10 on a numerical rating pain scale.</p> <p>Findings include:</p> <p>R3's Face Sheet documents resident is a [AGE] year-old with diagnoses including but not limited to: atherosclerosis of native arteries of other extremities with ulceration, cellulitis of right lower limb, peripheral vascular disease, pain in right leg, essential (primary) hypertension, low back pain, peripheral vascular angioplasty status with implants and grafts, muscle weakness (generalized).</p> <p>Minimum Data Set (MDS) section C (dated [DATE]) documents that R3 has a Brief Interview for Mental Status (BIMS) score of 14, indicating that R3's cognition is intact.</p> <p>Care plan (dated 10/16/2024) documents that R3 has an alteration in skin integrity and is at risk for additional and/or worsening of skin integrity issues related to non pressure chronic ulcer of right leg. Care plan documents that R3 peripheral vascular disease and is at increased risk of skin integrity issues.</p> <p>Pain Management Policy (revised 08/2021) documents in part: It is the policy of the facility to facilitate resident independence, promote resident comfort, preserve and enhance resident dignity and facilitate life involvement. The purpose of this policy is to accomplish that goal through an effective pain management program. Around the clock pain management should be considered when the resident has pain 12 out of 24 hours.</p> <p>Medications Ordering Policy (dated 02/2017) documents in part: Medications and related products are ordered from pharmacy on a timely basis. Refill requests should be sent in 72 hours prior to the last dose.</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 0697</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>On 01/02/2025, surveyor was conducting a complaint investigation related to residents not receiving their medications. During the complaint investigation, surveyor interviewed R3, to determine if the resident is receiving all of his medications, as per the physician order. At 9:38AM, R3 stated, I have not had any issues with my medications. My medications are always on time, and it is given to me daily. The only issue I have is with my pain medication, Norco. My Norco is not given to me as per the physician order. I can have a Norco every 6 hours, as needed, and they are not giving it to me because they continuously run out. It's always when I am low and close to running out of the Norco, the nurses wait to the last minute to re-order it. They keep running out of my pain medications and at times I have to wait for 3 days for the medication to get here. It depends on who the nurse is. Some nurses wait to the last minute to re-order the medication and I won't get my pain medications for 3 days. They do not take the Norco from the convenience box; they just give me Tylenol. The nurses won't even try to supplement my Norco by going to the convenience box, they will just give me Tylenol instead, and make me wait for my Norco for days. I am waiting for the Norco right now. I was supposed to have the Norco for pain. They have not given it to me since yesterday, around noon. Right now, they do not have my medication in stock. My pain level is 8 out of 10. My pain is in the right and left leg. The Norco brought down my pain from 10/10 to 4 out of 10. I also have arthritis in my knee, and I have a wound as well, so I need the Norco to alleviate the pain. I am experiencing pain that is not being controlled because they don't always have my medications in stock, and this keeps on happening over and over again.</p> <p>On 01/02/2025, at 10:18 AM, V4 (2nd floor licensed practical nurse) stated, He (R3) does not have any Norco currently. I have been giving him Tylenol for pain. I gave R3 Tylenol for pain because R3's Norco is not in stock. I have to get the script for R3's Norco from the doctor or the nurse practitioner. There is a convenient box on the 3rd floor. It looks like R3 ran out of Norco yesterday (01/01/2025). The last time that we gave R3 his Norco is on 01/01/2025 at 11:50 AM. R3's Norco is supposed to be given every 6 hours as needed for pain. The convenient box is there to replace the medication that we do not have. I never retrieved any medications from the (medication convenience box), so I am not sure if I will be able to log in. I did not try to retrieve the Norco for R3 from the (medication convenience box). This morning I gave R3 a Tylenol for pain, and I did not go to the convenient box to retrieve the Norco.</p> <p>On 01/02/2025, at 10:20 AM, surveyor inspected the medication cart on the second floor. Surveyor noted that the medication cart did not contain R3's Norco 10/325 MG (milligrams) medication. At 10:25 AM, surveyor accompanied V4 (2nd floor licensed practical nurse) to the medication convenience box located on the 3rd floor. Surveyor observed V4 attempting to log into the (medication convenience box). Surveyor observed that V4 did not successfully log in and open the (medication convenience box), as V4 did not have a correct password to retrieve medication. V4 requested the assistance of V14 (3rd floor licensed practical nurse) to retrieve a Norco 10/325 MG tablet for R3's pain management. Surveyor observed V14 successfully logging into the convenience box. When V14 selected R3's name in the (medication convenience box), the convenience box was noted to not have the Norco 10/325 MG tablets in stock, and V14 was not able to retrieve the Norco pain medication.</p> <p>On 01/02/2025, at 1:02 PM, V2 (director of nursing-DON) stated, I was working on the 2nd floor yesterday and I gave R3's last Norco tablet around 11:50 AM. There was only one Norco left in the bingo card, and I re-ordered it after I gave the last pill. The nurses should not wait to re-order the medication. The pain medication should be re-ordered when there are a few pills left in the bingo card, to avoid running out of the medications. I re-ordered it right away, but it has not been delivered yet.</p> <p>(continued on next page)</p>		

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<p>F 0697</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>On 01/02/2025, at 1:23 PM, V7 (director of clinical services) stated, The pharmacy will automatically replenish medications that are not controlled every 3 days. The Norco for R3 has to be re-ordered because it is a as needed (PRN) medication. At this time, R3 is out of his Norco tablets. The policy is that the medications should be re-ordered before the last pill is used. The nurse is not supposed to wait till the last pill is given before they order the medication. The nurses on the floor are not supposed to wait to order the medications when the medications run out, the medications should be re-ordered prior to running out. The (medication convenience box) is like a convenience box for medications that run out of the resident's medication supply. When nurses run out of the resident's medications, the nurses can temporarily retrieve the medications from the (medication convenience box), while they wait for pharmacy to deliver the resident's medication supply. When the medications run out, the (medication convenience box) is another source of temporarily obtaining medication. R3 has an order for Norco 10/325 MG every 6 hours as needed. R3's Norco medication ran out yesterday (01/01/2025). R3's Norco was re-ordered by V2 (DON) on 01/01/2025, after the last Norco tablet was given around noon. R3 is currently out of the Norco medication. The (medication convenience box) is not currently stocked with the Norco 10/325 MG medication and that's why R3 did not receive the Norco for pain. The Norco is not currently available in the (medication convenience box) because the pharmacy did not stock the Norco 10/325 MG in the convenience box. I spoke to the pharmacy, and they said that R3's Norco supply is on the way to the facility, and it will be here during the evening shift, close to 3:00 PM. The pharmacy should have stocked the convenience box with the Norco 10 MG, however, they failed to do so and that is why R3 has not received the pain medication.</p> <p>On 01/02/2025, at 1:37 PM, V9 (medication convenience box manager/pharmacy) stated, There were 3 residents in the facility who had an order for Norco 10/325 MG tablets. At this time, R3 is the only resident who has an active prescription for this medication. R3 receives this medication as needed for pain every 6 hours. The (medication convenience box) is not currently stocked with this medication, that's why the nurse who tried to retrieve the Norco from the convenience box was not able to do so. Once we refill the (medication convenience box) with the Norco 10/325 MG tablets, the nurses will be able to get the medication in case the resident's medication runs out. I will send you a master list of the medications that are supposed to be filled in the (medication convenience box). I will also send you a new (medication convenience box) list once the Norco 10/325 MG tablet supply have seen refilled. I put the pain medication as a Stat (immediate) order and it should arrive at the facility today, around 3:00 PM. R3's Norco supply will also arrive at the facility today, around 3:00 PM.</p> <p>On 01/04/2025, surveyor received Inventory on Hand (dated 01/04/2025) document by email from V18 (National Director of Clinical Services/Pharmacy) containing. The (medication convenience box) inventory list documented that the facility has 3 tablets of Norco 10/325 MG in the convenience box.</p> <p>On 01/07/2025, at 10:0 1AM, V10 (nurse practitioner) stated, R3 takes Norco 10/325 MG for pain, scheduled for 8 hours. R3 has pain in bilateral legs. R3 has a vascular wound on the left leg, which also causes R3 to have increased pain. R3 needs the Norco for pain management. When R3 does not receive the Norco pain medication on time, R3 will request to have it. When R3 does not receive the Norco pain medication as scheduled or in a timely manner, the resident's pain will increase. R3 does have Tylenol in between. I order R3's Norco, and I make sure that R3's Norco is filled. I am always here, and the nurses must let me know ahead of time that a script needs to be written, in order for me to write the script. The nurses should let me know that the Norco medication needs to be filled, when there are 5 Norco pills left in the bingo card.</p> <p>(continued on next page)</p>		

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<p>F 0697</p> <p>Level of Harm - Actual harm</p> <p>Residents Affected - Few</p>	<p>R3's Progress Note (dated 01/01/2025) documents, Resident received last Norco at 11:50 AM. Provider notified and request new script. Resident has order for Tylenol to be administer PRN while waiting for script for Norco 10-325 MG.</p> <p>R3's Physician Orders (dated 01/02/2025) state: Norco Oral Tablet 10-325 MG (Hydrocodone-Acetaminophen) *Controlled Drug*. Give 1 tablet by mouth three times a day for pain related to pain in right leg.</p> <p>Weekly Skin Alteration Review (Wound Nurse) (dated 01/02/2025) documents that R3 has a venous wound measuring 5.1 x 4.0 x 0.2.</p>		