

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000863	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 07/24/2019
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NAME OF PROVIDER OR SUPPLIER BETHALTO CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 815 SOUTH PRAIRIE STREET BETHALTO, IL 62010
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S 000	Initial Comments Original Complaint Investigation 1945312/IL114137 1945317/IL114143	S 000		
S9999	Final Observations Statement of Licensure Violations 300.110g) 300.510e) 300.810a) 300.1210b) 300.1220b)5) 300.2020 300.3300d)y) Section 300.110 General Requirements g) The licensee shall give 90 days notice prior to voluntarily closing a facility or closing any part of a facility, or prior to closing any part of a facility if closing such part will require the transfer or discharge of more than ten percent of the residents. Such notice shall be given to the Department, to any residents who must be transferred or discharged, to the resident's representative, and to a member of the resident's family, where practicable. Notice shall state the proposed date of closing and the reason for closing. The licensee shall offer to assist the resident in securing an alternative placement and shall advise the resident on available alternatives. Where the resident is unable to choose an alternate placement and is not under guardianship, the Department shall be notified of the need for relocation assistance. The facility shall comply with all applicable laws and	S9999	<p>Attachment A Statement of Licensure Violations</p>	

Illinois Department of Public Health
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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S9999	<p>Continued From page 1</p> <p>regulations until the date of closing, including those related to transfer or discharge of residents. The Department may place a relocation team in the facility as provided under the Act. (Section 3-423 of the Act)</p> <p>Section 300.510 Administrator e) The licensee and the administrator shall be familiar with this Part. They shall be responsible for seeing that the applicable regulations are met in the facility and that employees are familiar with those regulations according to the level of their responsibilities.</p> <p>Section 300.810 General a) Sufficient staff in numbers and qualifications shall be on duty all hours of each day to provide services that meet the total needs of the residents.</p> <p>Section 300.1210 General Requirements for Nursing and Personal Care b) The facility shall provide the necessary care and services to attain or maintain the highest practicable physical, mental, and psychological well-being of the resident, in accordance with each resident's comprehensive resident care plan. Adequate and properly supervised nursing care and personal care shall be provided to each resident to meet the total nursing and personal care needs of the resident.</p> <p>Section 300.1220 Supervision of Nursing Services b) The DON shall supervise and oversee the nursing services of the facility, including: 5) Participating in planning and budgeting for nursing services, including purchasing necessary equipment and supplies.</p>	S9999		

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S9999	<p>Continued From page 2</p> <p>Section 300.2020 Dietary Staff in Addition to Director of Food Services There shall be sufficient number of food service personnel employed and on duty to meet the dietary needs of all persons eating meals in the facility. Their working hours shall be scheduled to meet the total dietary needs of the residents. All dietary employees' time schedules and work assignments shall be posted in the kitchen. Dietary duties and job procedures shall be available in the dietary department for employees' knowledge and use.</p> <p>Section 300.3300 Transfer or Discharge d) Involuntary transfer or discharge of a resident from a facility shall be preceded by the discussion required under subsection (j) of this Section and by a minimum written notice of 21 days y) Any owner of a facility licensed under the Act shall give 90 days notice prior to voluntarily closing a facility or closing any part of a facility, or prior to closing any part of a facility if closing such part will require the transfer or discharge of more than 10% of the residents. Such notice shall be given to the Department, to any resident who must be transferred or discharged, to the resident's representative, and to a member of the resident's family, where practicable. Notice shall state the proposed date of closing and the reason for closing. The facility shall offer to assist the resident in securing an alternative placement and shall advise the resident on available alternatives. Where the resident is unable to choose an alternate placement and is not under guardianship, the Department shall be notified of the need for relocation assistance. The facility shall comply with all applicable laws and regulations until the date of closing, including those related to transfer or discharge of residents. The Department may place a</p>	S9999		
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S9999	<p>Continued From page 3</p> <p>relocation team in the facility as provided under subsection (u) of this Section. (Section 3-423 of the Act)</p> <p>These regulations were not met as evidenced by:</p> <p>Based on observation, interview and record review the facility failed to provide written notification prior to impending closure to the State Survey Agency, the Office of the State Long-Term Care Ombudsman, residents of the facility, and resident representatives. The facility failed to have a plan for the transfer and adequate relocation of the residents. The facility administrator failed to develop and implement a facility closure plan despite knowledge that facility closure was imminent due to persistent financial difficulties.</p> <p>The facility failed to provide notice of discharge at least 30 days before discharge. Residents and families were notified verbally on 7/22/2019 that the facility was closing and that the residents would need to be out of the building in three days. Residents were not given the required 60-day notice of closure.</p> <p>The facility's lack of actions related to impending financial concerns led to an inability to meet payroll. Upon abruptly learning that payroll would not be met, approximately one half of the staff walked off the job. Staffing levels were in jeopardy with no back up plan in place prior to the announcement that payroll would not be met. Cash reserves were stated as \$2000. The facility had been cash on delivery status for extended period for food and medical supplies. Food supplies estimated as 3-day supply. Food vendor</p>	S9999		
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S9999	<p>Continued From page 4</p> <p>was Cash on Delivery. Facility staff reported that no medical supplier had been available for two weeks and that Pharmacy was threatening to be discontinued later the same week that V4 (Care Plan Coordinator) notified the Department of the facility's inability to meet payroll. The Administrator had no plan in place for orderly/safe relocation of the 43 residents. Residents and families rushed to find another place to reside due to poor planning and actions of the Administrator.</p> <p>Findings include:</p> <p>On 7/22/2019 at 2 pm V9 (Surveyor) stated that V4 (Care Plan Coordinator/CPC) called the Illinois Department of Public Health regional office at 8:40 am on Monday 7/22/2019. V4(CPC) told V9 that "this call is urgent." V4 (CPC) explained that V1 (Administrator) was very ill and had been under a lot of stress. V4 (CPC) attributed this stress to "the money issues--not getting paid by the State." V4 continued that V1 (Administrator) was out with "heart issues" and V4 did not know when the Administrator would be back. V4 stated that the facility was not "going to make payroll" that day (7/22/2019). V9 (Surveyor) informed V4 (CPC) that V4 would need to speak with V10 (Regional Supervisor). V4 (CPC) asked that V10 "call back as soon as possible because it was an emergency."</p> <p>V10 (Regional Supervisor) called the facility at 8:45 am on 7/22/2109 and spoke with V4 (CPC) and V5 (Bookkeeper). V4 stated again that the facility was unable to meet payroll on 7/22/2019 and that she wanted "guidance on closing the facility." V4 stated that the facility had \$2000 left with "savings used up and no line of credit." V5 (Bookkeeper) confirmed the absence of a line of</p>	S9999		
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S9999	<p>Continued From page 5</p> <p>credit. V4 stated again that V1 (Administrator) was very ill and not in the facility at the time but was "aware of the situation." V4 (CPC) explained that food vendors were only accepting cash on delivery and that the facility had no medical vendors. V4 asked guidance on what to tell facility employees about not meeting payroll, fearing that staff would leave when given that news. V4 stated that families and residents were not aware of the facility's financial stress or the imminent plan for closure.</p> <p>V4 (CPC) continued stating "Thursday evening (July 18, 2019) after IDPH left (annual recertification survey exited on 7/18/2019) V1 (Administrator) and I sat here and discussed things and that Monday I would call Public Health. I thought that Public Health would help and lead us through the process. In the building we have a weeks' worth of food. Vendors are here. V1 (Administrator) told the kitchen to order it. The orders are cash on delivery so if it is not paid, it won't be left."</p> <p>V4 (CPC) verified on 7/22/2019 at 9:30 am that notices had not been sent to Illinois Department of Public Health, the Long-Term Care State Ombudsman or the residents regarding any planned closure of the facility.</p> <p>Illinois Department of Public Health surveyors arrived onsite at facility on 7/22/2019 at 1 pm. V1 (Administrator) was onsite at this time. V1 stated at 1:20 pm on 7/22/2019 that the facility "did not meet the requirement for expedited Medicaid payment." V1 (Administrator) stated that she had "used up every bit of my reserve." V1 continued that she believed 50% of her staff would stay to care for the 43 residents but that three days would probably be the most any of the staff would stay.</p>	S9999		

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S9999	<p>Continued From page 6</p> <p>Interview with V7 (Director of Nursing) at 1:20 pm on 7/22/2019 confirmed that after the morning meeting ½ of the staff stayed and ½ "walked." Those leaving include all housekeeping staff and one LPN (Licensed Practical Nurse) who stayed until the end of her shift and stated she would not be back. Dietary staff stayed until end of shift but did not come back the next day.</p> <p>V4 (CPC) stated on 7/22/2019 at 1:20 pm "Thursday evening (July 18, 2019) after IDPH left (annual recertification survey exited on 7/18/2019) V1(Administrator) and I sat here and discussed things and that Monday I would call Public Health. I thought that Public Health would help and lead us through the process. In the building we have a weeks' worth of food. Vendors are here. V1 told the kitchen to order it. The orders are cash on delivery so if it is not paid, it won't be left."</p> <p>V4 (CPC) stated at 1:30 pm on 7/22/2019 that "the staff was told at morning meeting that we would not make payroll. I thought at this time we would be transferring residents out. I tried to convince people to stay. I told them when I get money, I will pay them. Staff that was not here have not been notified."</p> <p>When questioned about current staffing levels in the building, V4 (CPC) stated on 7/22/2019 at 2 pm that 43 residents remained in the building. R32 was identified as "actively dying." According to V4 there were three nurses in the building; one registered nurse, one licensed practical nurse, and the Director of Nurses (RN) along with Social Services Designee, one housekeeper, two kitchen personnel, bookkeeper, maintenance director, Owner/Administrator and herself, the Care Plan Coordinator.</p>	S9999		
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S9999	Continued From page 7 At 2:58 pm on 7/22/2019 surveyor confirmed that food on hand in the facility consisted of 10 gallons of milk (which staff indicated would be gone by the next day), 10 pounds of hamburger, 10 pounds roast beef, 1 box cod fish filets, 30 hot dogs, three dozen eggs, 10 loaves of bread, three gallons of peas, carrots, and green beans, dry cereal, flour, sugar, and oatmeal. V8 (Social Service Designee/Cook) indicated that the food supply would last about three days. At the time of observation, food vendor was onsite with facility paying cash for food. During telephone interview on 7/22/2019 at 2:55 pm V1 (Administrator) confirmed that the facility was unable to meet payroll. V1 stated that she had delayed payroll dates in the past to more closely coincide with the dates Medicaid payments were made to the facility. At this time, V1 stated if the facility was not paid, it would be closing. V1 blamed the financial situation on lack of Medicaid funding, stating that she was owed over 1 million dollars "back to 2016 for three people." The Administrator was asked regarding notice to her residents and replied that she would be providing them with a 30-day notice-however she was not sure that staff would continue to come to work if they were not being paid. V1 continued to take issue with the "State" and their lack of payments, blaming the State for her current situation. V1 (Administrator) stated that she depended upon the State payment for the second payroll of the month, while the first payroll of the month was funded by her "private pay" residents. During this interview, V1 was unable to distinguish which State Department was responsible for funding and which State Department was responsible for her regulatory surveys. V1 asked if the conversation was being	S9999			

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S9999	<p>Continued From page 8</p> <p>recorded, stating that she "wished it would be recorded and played for the media so that people would know who was at fault." When asked about providing notice to the residents, ombudsman, and the Department, V1 (Administrator) became annoyed at the reminder, stating "everyone keeps asking me about this notice-what is it-30 day or 60 days?"</p> <p>Staffing provided by the V7 (Director of Nursing) for second shift on 7/22/2019 included one LPN working 2:30 pm to 11 pm, one LPN working 2pm to 8 pm, and the Director of Nurses and three certified nursing assistants. Third shift staffing include one LPN coming in at 8 pm and staying until 7 am, with two certified nursing assistants working 11 pm to 7:30 am. Staffing for day shift on 7/23/2019 included an RN working 6:30 am until 3 pm, one LPN working 6:30 am until 8 pm with two certified nursing assistants and one more "possibly." V7 (DON) stated "We have not contacted staff that was not here today to tell them no payroll. I think we have enough staff to care for residents."</p> <p>CMS-672 indicates that the facility had five residents receiving respiratory treatments, four residents receiving injections, fourteen on mechanical soft diets, one resident receiving dialysis treatments, two residents with pressure ulcers, and five residents on hospice care. Fourteen residents were dependent on staff for bathing, four residents were dependent on staff for dressing, eight residents were dependent on staff for transferring, seven residents were dependent on staff for toilet use, and five residents were dependent on staff for eating.</p> <p>During interview with V7 (DON) at 1:20 pm on</p>	S9999		
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S9999	<p>Continued From page 9</p> <p>7/22/2019, V7 stated that she was not aware of the facility closing until today (7/22/2019) at 10 a.m. V7 stated that she was in the process of notifying families. According to V7 (DON), "I have talked to ten families. I told them there was a possibility we might be closing. I told them there is a possibility that we might have to be discharging people this week. I told the families that we could help with the paperwork and any assistance they needed, but that they (residents and families) should start calling around to other facilities. Later I did notify the families again because V1 (Administrator) told me to put everything on hold because there might be a potential buyer." V7 (DON) stated that no other facilities or hospice had been notified to "transfer residents." At this time, V7 verified that five residents (R6, R25, R32, R38, R42) in the facility were hospice residents.</p> <p>V8 (Social Service Designee/Cook) stated at 2:30 pm on 7/24/2019 that "Monday (7/22/2019) is the first time I heard they were closing. V4 (CPC) ran the meeting. V4 said as soon as everyone was placed in another home, they (Bethalto) would be closing. I was told to call the paid activities and cancel them. Today (7/24/2019) I notified all the unpaid activities that we are closing so they (unpaid activities) would not show up."</p> <p>V1 (Administrator) stated on 7/23/2019 at 8:20 am "we are moving everyone to the North hall. We are closing. We will be totally closed in 30 days. I am telling families that the residents must be placed within 30 days as of yesterday. V4 (CPC) is calling families and I will be calling as soon as I can. All residents and families have been notified of the room changes. No kitchen staff showed up today including the Dietary Manager. Breakfast was put together by five</p>	S9999		
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S9999	<p>Continued From page 10</p> <p>staff, (Administrator, Director of Nursing, Maintenance Director, Social Service Designee/Cook, and Care Plan Coordinator.) We have not reached out to other homes yet because we have been busy. Telling families this is the utmost importance. To get them (residents) settled in new home before we are totally closed. In case the new home need help with them. We are encouraging them (residents/families) to call nursing homes to get them evaluated and accepted. We have enough food, plus there is a grocery store uptown."</p> <p>Surveyors and Ombudsmen onsite attended a meeting held at the facility on 7/23/2019 at approximately 10:30 am. At this meeting V1 (Administrator) told residents and families that they had three days to get moved out of the facility. V1 denied saying this when talking with V10 (Regional Supervisor) on 7/23/2019 at 10 pm.</p> <p>V1 (Administrator) stated at 12:05 pm on 7/23/2019 that "I think 3 days is honest to keep staff." We are doing everything we can to get placement. We have notified (4 Long Term Care Facilities listed by name.) They are all in the building now evaluating residents. We asked if they could come this week and they said they would be here today. We are calling families and I am recommending homes I believe are good, unless the family has a specific home request. V1 was asked regarding letters of notification of closure. V1 (Administrator) stated "Why would I send letters when they have been told this morning?"</p> <p>V2 (R2's Family Member) stated that R2's financial POA (power of attorney) had been called earlier that day, informing her that the facility was</p>	S9999		
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S9999	<p>Continued From page 11</p> <p>out of funds and had to close. V3 (R2's Financial Power of Attorney) was told that R2 had to move in 3 days. V2 stated that R2 was in tears over the move. According to V2, R2 would require a special medical assisted van for transport to Ohio-which would be R2's choice of new facility. V2 said it would be at least a week before arrangements could be made for this transfer. V2 continued that he had been in the nursing home business for 29 years as an Executive Director. V-2 stated that V1 (Administrator) should "have been smart enough to borrow funds before this happened." R2 stated on 7/24/2019 at 10:47 am that she had moved to a local facility until her family could arrange for her to move to Ohio later in September.</p> <p>Earlier in the day on 7/23/2019 at 8:30 am when asked about any transfer agreements with her emergency evacuation plan, V1 (Administrator) stated that her "transfer agreement is with (2 Hospitals listed by name.) I chose the hospital because it the safest place for them and they will always take them."</p> <p>Census information provided at 4:15 pm on 7/23/2019 indicated that 32 residents remained in the building.</p> <p>At 9:31 pm on 7/23/2019 V10 (Regional Supervisor) received a call from Regional Emergency Preparedness Supervisor that ambulances were being summoned to the facility. V10 arrived onsite at the facility at 10 pm. At the time of V10's arrival, only 14 residents remained in the facility-indicating that 18 residents were transferred from the facility between 4:15 pm and 10 pm. Between 5 pm when the surveyors left and 10 pm when V10 arrived on site, the remaining 18 residents were now all housed on</p>	S9999		
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Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: IL6000863	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED C 07/24/2019
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NAME OF PROVIDER OR SUPPLIER BETHALTO CARE CENTER	STREET ADDRESS, CITY, STATE, ZIP CODE 815 SOUTH PRAIRIE STREET BETHALTO, IL 62010
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(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
S9999	<p>Continued From page 12 the North wing.</p> <p>Observations by surveyors onsite confirmed that only 8 residents remained in the building as of 11:18 am on 7/24/2019, with the last resident being transferred from the facility at 2:25 pm on 7/24/2019.</p> <p>(A)</p>	S9999		