

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER / SUPPLIER / CLIA IDENTIFICATION NUMBER 146029	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____	(X3) DATE SURVEY COMPLETED 08/05/2020
NAME OF PROVIDER OF SUPPLIER FRANCISCAN VILLAGE		STREET ADDRESS, CITY, STATE, ZIP 1270 FRANCISCAN DRIVE LEMONT, IL 60439	
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)		
F 0790 Level of harm - Minimal harm or potential for actual harm Residents Affected - Few	<p>Provide routine and 24-hour emergency dental care for each resident. **NOTE- TERMS IN BRACKETS HAVE BEEN EDITED TO PROTECT CONFIDENTIALITY** Based on observation, interview and record review the facility failed to have an operable policy/procedure to investigate and determine the cause of lost or damaged dentures. The facility also failed to follow a plan of care/procedure for monitoring dentures for residents with a history of losing dentures. This applies to 2 of 5 residents (R1 and R7) reviewed for dentures. The Findings Include: The Face Sheet documents that R1 is [AGE] years old and was admitted on [DATE] with the following pertinent diagnosis' dysphagia, [MEDICAL CONDITION] and unspecified hearing loss. R1's recent Brief Interview for Mental Status score undated was a 2 indicating R1 has cognitive impairment. On 7/31/2020 at 8:40AM, V11(POA) said R1's bottom dentures are missing. I was informed by a County Social Worker that the facility told me several times that they are not replacing them Just last week they told me that they are not responsible for the dentures because nobody knows what happened to them. The facility should be able to keep up with R1's dentures. I am spending \$12,000 a month for R1's care. R1 is [AGE] years old and her memory and health status is not what it used to be. On 7/30/2020 at 9:49AM, R1 was sitting in the room in wheelchair with top dentures present and no bottom dentures. On 8/4/2020 at 8:00AM, again R1 was sitting in the room top dentures present and absent bottom dentures. R1's food tray contained scrambled eggs, hash and chopped meat. R1's tray contained 80 percent on the food on the tray, it was not eaten. On 7/30/2020 at 10:19AM, V2(Director of Nursing) said there is no policy/procedure on hearing aids or dentures replacements, but the admission contract says we do not replace lost or stolen items I talked to R1's family about the dentures in June of 2020 and told her we were not paying to have them replaced. Admission Contract Money, Valuables, And Personal Property says dentures, glasses and hearing aids must be neatly marked by a professional and then inventoried. The Facility is not responsible for items lost or stolen. If we work together we can limit the loss of property, which should ensure you and your loved one a worry free stay. On 7/30/2020 at 11:04AM, V3(Social Worker) said she talked to R1's family in the care plan meeting and believed the issue with the dentures was resolved, although the family was not satisfied with the outcome. We did not replace the dentures, the family was told that per the admission contract, personal items are not replaced. R7 has also lost dentures and the family will have to replace them. V3 said both of these residents have a history of losing dentures. Grievance Concern Form dated 6/23/2020 says, Nurse informed me of missing bottom dentures. POA notified. POA checked and did not find them. Room searched and not found. POA called again 6/22 is very upset can't believe this is happening wants to know what is going on here, wants us to find a solution as we lost them and wants to know what POA needs to do. History of losing hearing aids and dentures in the past. Grievance Concern dated 7/28/2020 says lost missing dentures, states no one followed up with POA. POA does not agree with the facility's policy regarding dentures, request for dental visit. Care Plan for Hearing aids undated says R1 tends to remove her hearing aides and dentures without staff assistance. The goal is that staff will monitor and re-enforce dental and hearing appliances. The Treatment Administration Records were reviewed from April 2020 to July 2020 and there is no monitoring for dentures documented, there was monitoring/tracking of hearing aides. Progress Note dated 6/19/2020 says bottom dentures missing, since yesterday could not find them . On 7/31/2020 at 11:07AM, V1(Administrator) said we do not have a policy on dentures, we don't replace them. After being informed on regulation regarding a policy on denture replacement, if the facility is at fault. V1 responded with multiple examples of residents losing dentures and said we don't replace lost dentures but we replace broken dentures. We don't know what happened to R1's Dentures. On 8/4/2020 at 9:18AM V2(Director of Nursing) said we monitor for dentures and hearing aides on the Treatment Administration record and we track behaviors of residents removing dentures. There was no tracking of behaviors of removal of dentures and no monitoring/tracking of dentures on the Treatment administration records reviewed from 4/1/2020 to 7/31/2020 for R1. On 8/4/2020 at 8:20AM, V7 (Nurse) said R1 takes her dentures out and has a history of losing dentures and hearing aides. I keep the hearing aides in the locked nursing cabinet the certified nursing assistants keep up with the dentures, The aides put the dentures in and the aides remove them at night. On 8/4/2020 at 9:08AM, V11(Social Worker) said there is no care plan with specific interventions on what to do if residents have a history of losing dentures. 2). R7's Face Sheet documents R7 was admitted on [DATE] and is [AGE] years old with the following pertinent diagnosis' Dysphagia, [MEDICAL CONDITION]. R7's Brief Interview for Mental Status undated scores 3 indicating cognitive impairment. On 7/30/2020 at 10:54AM, R7 sitting out in the hallway in a wheelchair with a face mask on, stated my teeth were lost. At 11:03 V8(Nurse) said R7's dentures were lost a while back. R7 eats ok and has not lost any weight. On 8/4/2020 at 8:30AM V15(CNA) said R7 can't take her dentures out she is very confused. R7 would not know what to do with them. R7 has a history of dentures being lost. R7 has no plan of care for monitoring/tracking denture placement/removal. Progress Note dated 5/27/2020 says dentures for R7 were unable to be located. On 7/31/2020 at 12:20PM, V12(POA) for R7 said My Mom lost her dentures twice now, the first time was two years ago. Medicaid replaced them. She just recently lost her dentures during the lock down and the dentist is not coming in. After the first time they put in place a protocol to keep up with them but they were not following the protocol. I find that it is a problem. The second time of losing them was because they should have followed the protocol to check for them. The facility is asking me to pay for them. I do not agree with that especially since they knew she has a history of losing them and they told me a protocol for safe keeping was in place. I talked to a lot of different people when I noticed the loss in March and no one knows what happened. I should not be responsible for the replacement.</p>		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER
REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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.