

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ASL510562	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 09/12/2024
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NAME OF PROVIDER OR SUPPLIER SHERIDAN AT OAK BROOK	STREET ADDRESS, CITY, STATE, ZIP CODE 2055 CLEARWATER DRIVE OAK BROOK, IL 60523
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A 000	Initial Comment Annual Licensure 295.1070 295.7000	A 000		
A1070	Section 295.1070 Annual on-Site Review and Complaint Procedure This Regulation is not met as evidenced by: Type 3 Section 295.1070 Annual On-Site Review and Complaint Investigation Procedures a) The Department will conduct an annual unannounced on-site visit at each assisted living and shared housing establishment to determine compliance with the applicable licensure requirements and standards as set forth in the Act and this Part. Additional visits may be conducted without prior notice to the assisted living or shared housing establishment. (Section 110(a) of the Act) b) The purpose of the annual on-site review shall be to ensure establishments' compliance with this Part and to assist the licensee in meeting the requirements of this Part and providing quality services to the consumer. The visit shall focus on solving resident issues and concerns, and the quality improvement process implemented by the establishment to address resident issues. (Section 30(a) of the Act) The on-site review shall be conducted in a collaborative manner, with the Department and the establishment focused on meeting the needs of the residents.	A1070		

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

TITLE

(X6) DATE

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A1070	<p>Continued From page 1</p> <p>c) The review shall address the following issues:</p> <p>1) Assessment, service plan and services provided to ensure that resident needs are met;</p> <p>2) Staff sufficient in numbers and with appropriate skill, education and training to provide services required by the resident population;</p> <p>4) Compliance with service delivery contracts and lease agreements;</p> <p>6) Service plan, negotiated risk, and protection of individual rights and resident's involvement in directing their own care;</p> <p>10) Any complaints not reviewed through an on-site review; and</p> <p>11) Incident and accident reports that are required to be submitted to the Department.</p> <p>d) An establishment shall not restrict or hamper access by Department staff to the building, residents or designated records required to conduct routine or periodic review or investigations. A resident may limit access to their private dwelling space to reviewers, except if suspected violations exist that may pose a threat to the resident's or others' health, safety or well-being. A resident may also elect to limit access to themselves and their records, except as required as a condition of payment for publicly funded housing and/or services.</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on interview and record review, the facility</p>	A1070		

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A1070	<p>Continued From page 2</p> <p>failed to provide functioning username and password for access to resident electronic charts. E1(Executive Director) forwarded 3 different usernames and passwords from 9/11/24 until morning of 9/12/24 in document titled, "() ACCESS CREDENTIALS." Access to resident electronic chart and required review could not be completed due to lack of access to medical record. This impeded completion of the resident record review. This deficient practice would affect 9 required resident reviews based on census of over 90.</p> <p>Findings include:</p> <p>Facility resident roster shows census of over 90 residents in both Assisted Living and Memory Care. On 9/11/24 E1(Executive Director II) forwarded credentials consisting of username and password for access to electronic medical records. E1 was reminded to send a link to the webpage for electronic access. Despite the link the access credentials did not work. E1 was asked to attempt to log in for medical record access and could not. E1 then provided a facility laptop for use and again the electronic medical records could not be accessed with the facility provided username and password. A new username and password was forwarded but after short period the username and password stopped working.</p> <p>On 9/12/24 at 8:15 am a new username and password was left on a sticky pad. A 3rd attempt at facility electronic medical record access did not work. E1 was advised that due to lack of access to electronic medical record the survey could not be completed.</p>	A1070		

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A7000 A7000	<p>Continued From page 3</p> <p>Secton 295.7000 Resident Records</p> <p>This Regulation is not met as evidenced by: Type 3 Section 295.7000 Resident Records</p> <p>f) The following resident records and supporting documents shall be made available for on-site inspection by the Department upon request at any time:</p> <p>1) Service delivery contracts and related documents executed by each resident or resident's representative, including, but not limited to, negotiated risk agreements;</p> <p>2) Records supporting compliance with each individual contract and with this Part;</p> <p>These Requirements are not met as evidenced by:</p> <p>Based on observation and interview, the facility failed to provide reliable computer access to resident electronic medical records. This lack of access interfered with completion of resident medical record reviews during annual licensure activities. This deficient practice affected all 9 residents selected for review.</p> <p>Findings include:</p> <p>Facility administration provided resident roster with over 90 residents. Annual Licensure survey for both Assisted living and Memory Care could not be completed for facility due to unreliable access to electronic medical record.</p>	A7000 A7000		

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A7000	<p>Continued From page 4</p> <p>E1(Executive Director) provided 3 different access identifiers to electronic medical records. On multiple occasions over a 2 day period including 9/11/24 and 9/12/24 the user name and password had to keep being changed. After accessing the electronic medical records, the user id and password would stop working within a short timeframe. This would result in incomplete audit and delay affecting timeliness of audit completion.</p> <p>E1 could not identify why the user id and password would repeatedly stop working. E1 attempted to log in with credentials he created and could not access the electronic medical record.</p>	A7000		