STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	ASL510064	A. BUILDING: _____ B. WING _____	C 03/10/2026

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
BICKFORD - ROCKFORD HOUSE	960 N MULFORD RD ROCKFORD, IL 61107

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A 000	Initial Comment Complaint investigation IL00200582 & IL00200445 Violations: IL00200582: 295.6000a)5)13) IL00200445: 295.4040a)c)	A 000		
A4040	Section 295.4040 Communicable Disease Policies This Regulation is not met as evidenced by: GENERAL VIOLATION Section 295.4040 Communicable Disease Policies a) The establishment shall meet the Control of Communicable Diseases Code (77 Ill. Adm. Code 690). c) All illnesses required to be reported under the Control of Communicable Diseases Code and Control of Sexually Transmissible Diseases Code (77 Ill. Adm. Code 693) shall be reported immediately to the local health department and to the Department. The establishment shall furnish all pertinent information relating to such occurrences. In addition, the establishment shall also inform the Department of all incidents of scabies and other skin infestations. PART 690 CONTROL OF NOTIFIABLE DISEASES AND CONDITIONS CODE	A4040		

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A4040	Continued From page 1 SECTION 690.100 DISEASES AND CONDITIONS Section 690.100 Diseases and Conditions The following notifiable diseases and conditions are declared to be infectious or communicable or of public health significance. Each suspected or diagnosed case shall be reported to the local health authority, which shall subsequently report each case to the Department. The method of reporting shall be as described in the individual Section for the disease or condition. Appropriate infection control standards shall be implemented for cases and contacts per existing infection prevention and control standard precautions and transmission-based protocols. c) Class II The following notifiable diseases and conditions shall be reported as soon as possible during normal business hours, but within three days, to the local health authority, which shall then report to the Department as soon as possible during normal business hours but within three additional days. The Section number associated with each of the listed diseases and conditions indicates the Section under which the diseases are reportable. Laboratory specimens of agents required to be submitted under Subpart D shall be submitted within three days after identification of the organism to the Department laboratory. 16) Respiratory Syncytial Virus (RSV) Infection (Laboratory Confirmed Testing via ELR only, Pediatric Deaths, and Intensive Care Unit Admissions) These requirements were not met, as evidenced	A4040		

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A4040	Continued From page 2 by: Based on record review and interview, the establishment failed to meet the Control of Communicable Diseases Code (77 Ill. Adm. Code 690) by failing to report an illness required to be reported in the required time frame. The establishment failed to follow its own policy. These failures involve all residents, employees, and visitors of the establishment but specifically the 10 residents who became infected with RSV (R3, R4, R5, R6, R7, R8, R9, R10, R11, & R12). This failure has the probability to affect R3 through R12, and other residents. Findings include: During record review on 3/10/2026 at 10:42 AM the establishment's Respiratory Illness Guideline Policy including RSV was reviewed and deemed appropriate. The policy states "Follow Local, State Regulatory or Government Agency Requirements:" During record review on 3/10/2026 at 1:08 PM emails between the establishment and the local health department were reviewed. The emails reveal the first email sent to the local health department from the establishment about this RSV outbreak was sent on 2/25/2026. During record review on 3/10/2026 at 2:10 PM R12's progress notes show that the establishment was notified of R12's RSV diagnosis on 2/17/2026. On 3/10/2026 this surveyor received an email from Z1 (Local Health Department Communicable Disease Supervisor). This email stated that the first date the local health	A4040		

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A4040	Continued From page 3 department was notified of an RSV case at the establishment was February 27, 2026 6:23 AM. During record review on 3/10/2026 at 4:26 PM it was found that the Illinois Department of Public Health (IDPH) received notification of R12's RSV diagnosis on 2/23/2026. During an interview with E4 (Certified Caregiver) on 3/10/2026 at 12:22 PM they stated, "The facility provides enough PPE. We isolate residents by what the nurse says and the nurse follows what the IDPH guidelines say." During an interview with E2 (Health and Wellness Director) on 3/10/2026 at 12:51 PM they stated, "The facility 100% provides us with enough PPE. We absolutely isolate residents who are diagnosed with RSV. We reported the RSV outbreak to the local health department through email and through the online form on their website." During observation of the establishment on 3/10/2026 all employees were seen wearing masks. Carts with disinfecting wipes and spray bottles were seen throughout the establishment.	A4040		
A6000	Section 295.6000 Resident Rights This Regulation is not met as evidenced by: TYPE 1 VIOLATION Section 295.6000 Resident Rights a) No resident shall be deprived of any rights, benefits, or privileges guaranteed by law, the Constitution of the State of Illinois, or the	A6000		

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A6000	Continued From page 4 Constitution of the United States solely on account of his or her status as a resident of an establishment, nor shall a resident forfeit any of the following rights: 5) The right to receive the services specified in the service plan, to review and renegotiate the service plan at any time; and to be informed of the cost of the changes; 13) The right to be free of abuse or neglect or financial exploitation or to refuse to perform labor; These requirements were not met, as evidenced by: Based on record review and interview, the establishment failed to ensure residents were free from neglect by neglecting to notify a provider when dangerous blood glucose levels were present in a resident. The establishment also failed to ensure a resident was receiving the services specified in their service plan. This failure involves 1 of 3 residents reviewed (R1). This failure resulted in dangerous elevated blood sugar levels not being addressed in a timely manner. This failure creates a substantial probability of severe harm or death to R1 and other residents. Findings include: R1 was a resident of the establishment from 1/29/2026 to 3/1/2026. During record review on 3/10/2025 at 11:16 AM	A6000		

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A6000	Continued From page 5	A6000		

R1's service plan, dated 1/31/2026, addressed R1's diabetic diet. The service plan states that R1 is to receive diabetic care oversight. The service plan states that a nurse is to coordinate R1's injections and glucometer checks. The service plan states that the nurse will coordinate with R1's primary care physician and POA regarding any change in condition, medication changes, or incidents that occur.

During record review on 3/10/2026 at 2:45 PM of R1's medication administration record it was seen that high blood sugars were documented throughout. R1 does not have orders for insulin. R1 has an order for Jardiance 25 mg tablet 1 time a day orally. These high blood sugars include:

- 2/5/2026-153 mg/dL
- 2/8/2026-196 mg/dL
- 2/10/2026- 213 mg/dL
- 2/12/2026- 143 mg/dL
- 2/14/2026- 151 mg/dL
- 2/15/2026- 218 mg/dL
- 2/16/2026- 157 mg/dL
- 2/17/2026 - 165 mg/dL
- 2/18/2026- 351 mg/dL
- 2/19/2026- 293 mg/dL
- 2/20/2026- 217 mg/dL
- 2/21/2026- 282 mg/dL
- 2/22/2026- 178 mg/dL
- 2/23/2026- 238 mg/dL
- 2/25/2026- 156 mg/dL
- 2/26/2026- 209 mg/dL
- 2/28/2026- 327 mg/dL

During record review on 3/10/2026 at 2:50 PM R1's progress notes do not include any provider notification of the elevated blood glucose levels.

An interview with E2 on 3/10/2026 at 3:12 PM went as follows:
Surveyor: "There are several very high blood

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A6000	Continued From page 6 sugars in [R1]'s MAR. 327, 351. [R1] does not have sliding scale insulin ordered. It looks like he is on oral blood glucose medication only. Was the doctor notified of these high blood sugars?" E2: "If the nurse notified a doctor, it would be documented. I see a note about a blood sugar of 141, but that's not bad. I honestly don't see any other note." During an interview with E2 on 3/10/2026 at 3:27 PM they stated, "We do not have an incontinence policy or any diabetic policies. I checked with my divisional who is here today." During an interview with E1 (Executive Director) on 3/10/2026 at 5:17 PM they identified the nurses who documented R1's elevated glucose readings as E5 (LPN), E6 (RN), E7 (LPN), E8 (LPN), E9 (LPN), and E10 (LPN). E1 stated, "[R1] would drink a lot of orange juice. His family would let him keep orange juice in his room."	A6000		