

OFFICE OF THE INSPECTOR GENERAL		INVESTIGATIVE REPORT
Case No.	Report Date	Investigator Name
1019-0043	September 26, 2018	XXXXXX
Facility/Agency Name		
Milestone, Inc.		
Facility/Agency Address		Incident Location
4060 McFarland Road Rockford, Illinois 61111		XXXXXXXXXX

### **Allegation**

On August 8, 2018, the Office of the Inspector General received a reported allegation of neglect from a complainant. It is alleged that XXXXX had failed to properly secure Individual XXXXXXXXXXXXXXXX in the agency van on August 8, 2018 at 8:30 a.m... XXXXXXXXXXXXXXXX's wheelchair tipped over backwards and resulting in a laceration on the back of her head, that had to be closed by using two staples.

### **Synopsis**

On August 8, 2018, XXXXXXXXXXXXXXXX said she was loaded into the van by XXXXX and her wheelchair tipped over backwards, resulting in her having a laceration, on the back top, of her head. XXXXX admitted she failed to fasten the front hook, on XXXXXXXXXXXXXXXX's wheelchair, prior to beginning her transport to the Milestone Dental Clinic, resulting in XXXXXXXXXXXXXXXX's wheelchair tipping over backwards and causing a laceration to the back of her head. XXXXX said she stopped and checked on XXXXXXXXXXXXXXXX and discovered she was bleeding but she knew she could not put her wheelchair upright, by herself, so she drove to the dental clinic and went inside to get assistance from the staff there. XXXXXXXXXXXXXXXX was transported by ambulance, to OSF St. Anthony Hospital, in Rockford, where she received two staples to close her laceration.

### **Findings**

Based on the facts in this case the following was concluded: The allegation of neglect is substantiated against XXXXX.