

OFFICE OF THE INSPECTOR GENERAL		INVESTIGATIVE REPORT
Case No.	Report Date	Investigator Name
1318-0105	September 11, 2018	XXXXXX
Agency Name		
XXXXXXXXXX		
Agency Address		Location
P.O. Box 369 XXXXXX, Illinois 62914		XXXXXX XXXXXX XXXXXX

Allegation

On September 21, 2017, the Office of the Inspector General received a reported allegation of neglect regarding XXXXXXXXXXX. It is alleged on September 3, 2017, that XXXXX neglected individual XXXXXXXXXXX when she delayed ambulance transportation when she was having stroke symptoms.

Synopsis

On September 3, 2017, XXXXX visited the home of XXXXXXXXXXX between 5-6 am, and observed that she was confused, not using her right arm, slight facial drop, not making sense with words and missed the handle of her wheelchair repeatedly with her right hand. XXXXX informed staff that she would call the doctor and tell him what she observed. She later called XXXXX and told them to call the EMS because XXXXXXXXXXX may have had a stroke. According to the EMS, XXXXX delayed treatment from the EMS by demanding EMS take XXXXXXXXXXX to Union County Hospital. EMS informed staff and XXXXX that they were taking her to Southeast Hospital because they were equipped to care for her condition. XXXXX, agreed with the EMS staffs' decision because Southeast was slightly closer, and it was a better suited medical center to treat the potential symptoms of a stroke, that XXXXXXXXXXX was exhibiting. XXXXX continued to delay treatment to XXXXXXXXXXX by continuing to dispute with EMS regarding which hospital to take her to. During this time, XXXXXXXXXXX was in the ambulance and complaining of a headache.

Findings

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

Recommendations:

The Office of the Inspector General recommends that XXXXXXXXXXX ensure that all staff, including XXXXX is fully trained in the Rule 50 as required by Section 50.20.