

OIG Case Summary

OFFICE OF THE INSPECTOR GENERAL

INVESTIGATIVE REPORT

Case #: 1617-0199	Report Date May 24, 2018	Investigator Name XXXXXX
Agency Name Esperanza Community Services		
Agency Address 520 North Marshfield Chicago, Illinois 60622		Location XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX

Allegation

On October 5, 2016, the Office of the Inspector General received a reported allegation of neglect from Esperanza Community Services. It was alleged that XXXXX left XXXXX on the toilet unattended and he fell off the toilet. XXXXX hit his head on the porcelain pedestal of the sink, cracked the pedestal and sustained a cut to his head.

Synopsis

On the morning of September 9, 2016, around 7:00 a.m., XXXXX was working alone when he was assisting another individual with morning hygiene and XXXXX was on the toilet. XXXXX was not on any special supervision other than 24-hour supervision. While in the bathroom, he fell off the toilet and hit his head sustaining a laceration, and a bruise to his forehead, eye and lip. XXXXX texted XXXXX, and she instructed him to complete an incident report and document appropriately. Around 8:00 a.m., she contacted XXXXX via phone to inquire about XXXXX' status and to ask whether he already contacted XXXXX. XXXXX stated that he had not. She again instructed him to contact XXXXX for further medical instruction. XXXXX said XXXXX called her back at the end of his shift and reported XXXXX directed him to place an ice pack on XXXXX' head, give him PRN pain medication and monitor him. XXXXX said it was not until the next month that she learned from XXXXX that XXXXX never called XXXXX, which XXXXX confirmed with OIG. XXXXX said if she had been contacted about a fall, she would have recommended taking the individual to the emergency room.

Findings

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

Recommendations

The Office of The Inspector General recommends Esperanza Community Services address the following:

- The failure to report the allegation of neglect in a timely manner, which is a violation of 20 ILCS 1305/1-17(k). Willful failure to comply with OIG's reporting requirements is a Class A
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misdemeanor.

- Develop policies, procedures and training requirements for fall risk assessments and fall precautions.
- Ensure nursing assessments are conducted for changes in an individual's medical condition with documentation requirements.