



FOR IMMEDIATE RELEASE

North Suburban Human Rights Authority
Report of Findings
Adventist GlenOaks Medical Center
HRA #09-100-9032

Case Summary: The HRA did not substantiate the allegations presented. The HRA's public record on this case is recorded below.

Introduction

The North Suburban Regional Human Rights Authority (HRA) of the Illinois Guardianship and Advocacy Commission has completed its investigation of alleged rights violations at Adventist GlenOaks Medical Center. In May 2009, the HRA notified GlenOaks of its intent to conduct an investigation, pursuant to the Guardianship and Advocacy Act (20 ILCS 3955). The complaint accepted for investigation was that the unit was unsanitary (floor and walls were soiled).

If found substantiated the allegations would violate the Mental Health and Developmental Disabilities Code (405 ILCS 5) and the Illinois Administrative Code (77 IL Adm. Code 250).

Background

The 186-bed hospital, located in Glendale Heights, offers a full range of services, including emergency care, cardiology and cardiac catheterization, interventional radiology, behavioral health and obstetrics.

Investigative Methodology

To pursue this investigation, the HRA conducted an unannounced site visit and a scheduled visit to inspect the unit and to discuss the allegation with hospital personnel. The HRA acknowledges the full cooperation of hospital personnel.

Findings

During the unannounced visit, the HRA toured the unit and spoke to unit management and to a few recipients receiving services. Unit personnel stated that the unit is cleaned on a daily basis and that every effort is made to ensure that the recipients' environment is comfortable. The HRA found the unit to be clean; no overt signs of unsanitary conditions were observed. While on the unit, the HRA observed a housekeeper cleaning a room; she was dusting the window and window sills, removing trash etc. The HRA asked her a few questions but since English was not her first language, it was somewhat difficult to communicate. It was noted that it is an older unit, and the walls and some furniture do show signs of wear and tear. The recipients interviewed stated that the unit and rooms are kept clean.

During the scheduled visit, the HRA learned that there is one housekeeper on the day shift that cleans about 20-25 recipient rooms, plus the public areas. It was stated that she does not use a daily checklist since she has been employed as a housekeeper for many years. It was also stated that the hospital does not use checklists since it is believed that a staff member could simply document that the task has been completed when in fact it might not have been. It was stated that housekeepers scheduled during the afternoon shift complete projects such as floor waxing. The hospital conducts

an Environment Survey every two weeks, focusing on different areas within the hospital. Given the various areas, this means that the behavioral health program would be inspected about two times a year. The HRA was given a survey completed in July 2008. The cleaning issues identified in this survey included: high dust at the nurses' station and linen room, and the Purell hand dispenser ledge, water fountain and refrigerator needed to be cleaned.

The HRA obtained a Patient/Resident Rooms and Special Care Areas policy/procedure document that covers the daily cleaning instructions for occupied patient rooms. To summarize the 25 steps, ledges, countertops, furniture and cabinets are to be clean and free of dust, the waste receptacles are to be clean and free of general build-up. The floors are to be free of dust, debris, spills and body fluids and the bathrooms are to be clean and free of dust, odors and buildup; the chrome is to be shiny and sparkling. There is also a procedure that covers the cleaning instructions for rooms vacated by discharged patients. The 50-step procedure is similar to the daily cleaning instructions, but additional tasks are included such as: the linen is removed, the bed, mattress and pillow are clean and disinfected, all horizontal surfaces are to be sanitized, and supplies are to be restocked.

Conclusion

Pursuant to Section 5/2-102 of the Mental Health and Developmental Disabilities Code, "A recipient of services shall be provided with adequate and humane care and services in the least restrictive environment, pursuant to an individual services plan." Pursuant to Section 250.1710 of the Illinois Administrative Code (Hospital Licensing Requirements) "The entire facility, including but not limited to the floors, walls, windows, doors, ceilings, fixtures, equipment, and furnishings, shall be maintained in good repair, clean and free of insects, rodents and trash. After the discharge of a patient, the bed, bedding, and room furnishings used by such patient shall be thoroughly cleaned." The hospital has procedures in place to ensure that unit cleaning is completed on a daily basis. The HRA did not find that the unit was unclean and the two recipients interviewed did not express any concerns about the condition of their room or the unit. The allegation is unsubstantiated.