



FOR IMMEDIATE RELEASE

North Suburban Regional Human Rights Authority
Report of Findings
HRA #15-100-9023
Elgin Mental Health Center

Introduction

In July 2015, the North Suburban Regional Human Rights Authority (HRA) opened this investigation regarding Elgin Mental Health Center (hereafter referred to as Center), Forensic Treatment Program (FTP) Unit F. A complaint was received that alleged that a newly admitted consumer had not been given enough clothing to change on a regular basis; the shower area has mold and mildew and shower shoes are not available; and the consumer is not receiving a heart-healthy diet.

The rights of consumers receiving services at Elgin Mental Health Center are protected by the Illinois Mental Health and Developmental Disabilities Code (405 ILCS 5).

Consumers receiving services at the Center's Forensic Treatment Program have been remanded by Illinois County Courts to the Illinois Department of Human Services (DHS) under statutes finding them Unfit to Stand Trial (UST) and Not Guilty by Reason of Insanity (NGRI). Placement evaluations determine the most appropriate inpatient or outpatient setting for forensic treatment based on a number of factors including age, gender, mental health diagnosis, and security need. Unless a person is specifically ordered to receive services in an outpatient setting, court ordered referrals under state forensic statutes call for placement in a secure inpatient setting. The Forensic Treatment Program has 315 beds.

Methodology

To pursue this investigation, the HRA conducted an on-site visit and discussed the allegation with the consumer's Case Manager, a representative from the Dietary Department and the Director of the Stores and Supply Department (this Department is responsible for stocking and disseminating supplies and commodities). The HRA reviewed portions of the consumer's clinical record, with written consent.

Allegation: the consumer is not receiving a heart-healthy diet.

Findings

The clinical record revealed data on a male consumer transferred to the Center from another state facility. The progress notes showed that the day after admission (4/30/15), the consumer provided his social worker with a list of food items to which he was allergic. The note indicated that the Physician and Dietary Department were notified. On this date, the Physician wrote an order for a heart-healthy diet and the order included the items which the consumer reported being allergic. The following day it was documented that the Dietitian met with the consumer for thirty minutes regarding the clarification of his food restrictions. A few weeks later, the consumer's Psychiatrist wrote that the consumer continues to have dietary concerns in that the

consumer reported he was not getting enough sugar and also not getting enough food to eat. The note documented that the consumer is paranoid and believes the “system is against him and his food and environment may be contaminated.” About a week later, the Psychiatrist documented that the consumer continued to have dietary concerns, saying that he was not getting enough sugar, and he also requested vinegar, yogurt and onions to treat his blood and the illnesses that he was dealing with. Nothing was found in the record that indicated that the consumer was not receiving the diet as ordered.

During the site visit, it was explained that all consumers receive heart-healthy diets. This diet is considered the general/standard diet. It was stated that the Center provides meals for over 400 consumers and produces about 211 distinct diets. All orders written by the Physician must be followed as written. It was stated that some requests (like this consumer’s request for vinegar and more sugar) would not be fulfilled unless ordered by the physician.

The Center’s Food Served to Patients policy states that all patients have regular meals as prescribed by the Primary Care Physician, to meet their nutritional needs. The HRA reviewed the Dietary’s Department’s Heart Healthy Guidelines which stated that the “General (Heart Healthy) Diet is designed as a liberalized approach to promoting high nutrient density in foods, low concentrated sweets, and optimal blood sugars for individuals. It has been planned to help individuals optimize their health. Accordingly, it is varied and moderate in sodium, fat, saturated fat, cholesterol and refined sugars.” The Diet contains the Recommended Dietary Allowances (calories, protein, fat, saturated fat, carbohydrate, sodium, cholesterol). Also reviewed were the Heart Healthy Guidelines for specific food groups.

The Food and Drug Administration nutrition expert says to follow these simple guidelines when preparing meals:

- Balance calories to manage body weight
- Eat at least 4.5 cups of fruits and vegetables a day, including a variety of dark-green, red, and orange vegetables, beans, and peas.
- Eat seafood (including oily fish) in place of some meat and poultry
- Eat whole grains—the equivalent of at least three 1-ounce servings a day
- Use oils to replace solid fats.
- Use fat-free or low-fat versions of dairy products.

Conclusion

Pursuant to Section 2-102(a) of the Illinois 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."

An order was written for a heart-healthy diet, with certain food items to be eliminated from the diet. The HRA found nothing to support this claim.

The HRA takes this opportunity to suggest that when a consumer is preoccupied with his diet, more consultations with a Dietitian might be beneficial.

Allegation: a newly admitted consumer had not been given enough clothing to change on a regular basis.

Findings

The HRA reviewed the consumer’s admission clothing inventory, and reviewed the inventoried items that were given to the consumer about a month after his admission. According to the admission inventory, he arrived at the Center with approximately eight tops, shoes, briefs, socks, one pair of shorts and one pair of pants. The consumer subsequently requested shoes, briefs, slippers,

socks, sweatsuits and t-shirts. According to the inventory list, he was given everything except the sweatsuits. An additional inventory was taken in July 2105 that showed about 10 tops and 2 pair of pants.

At the site visit, it was stated that consumers can arrive with many personal items or come with only the cloths they are wearing. The Center provides clothing when requested. It was stated that this consumer did not get the sweatsuits that were requested because the Center did not have any available and budget constraints/end of fiscal year prevented purchasing that item.

The Center's Patient Clothing policy states that (in part) that it is the expectation that the patient, guardian if any, and the facility shall be responsible for providing and maintaining an adequate supply of clothing. The policy states that when a patient's clothing is inadequate either in quantity or condition and cannot be repaired, the designated unit staff or back-up staff shall make arrangements to obtain additional clothing as soon as possible.

Conclusion

Pursuant to Section 2-102(a) of the Illinois 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."

The consumer was admitted to the Center with his personal clothes; he subsequently requested additional items from the Center that were provided. The allegation that he was not given enough clothing to change on a regular basis is unsubstantiated.

Allegation: the shower area has mold and mildew and shower shoes are not available.

Findings

Regarding the allegation that the consumer did not have shower shoes, the HRA was told by staff that shower shoes are available. We were shown the inventory sheet that indicated that the shower shoes (plastic flip flops) were requested and given. The HRA toured the unit's shower area and upon inspection of the shower stalls, there did appear to be some small dark areas present. However without proper testing, we cannot say for certain that it was mold. Overall, the bathroom appeared very clean.

We requested and reviewed a completed housekeeping schedule checklist for the month of August, which included daily, weekly and monthly tasks. The consumer bathrooms are to be cleaned on a daily basis; the floors and walls are to be scrubbed on a weekly basis.

Conclusion

Pursuant to Section 2-102(a) of the Illinois 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."

The HRA cannot say for certain that the shower area has mold and mildew; housekeeping measures are in place to ensure a clean environment. The HRA found that shower shoes are available; this allegation is unsubstantiated.

RESPONSE

Notice: The following page(s) contain the provider response. Due to technical requirements, some provider responses appear verbatim in retyped format.



Bruce Rauner, Governor

Illinois Department of Human Services

James T. Dimas, Secretary-designate

Division of Mental Health – Region 2
Elgin Mental Health Center

RECOVERY IS OUR VISION

Recovery is a Personal Journey of Hope, Healing, Growth, Choice, and Change

November 16, 2015

Ms. Patricia Getchell- Chairperson
North Suburban Regional Human Rights Authority
9511 Harrison Street, W-300
Des Plaines, IL 60016-1565

Re: HRA #15-100-9023

Dear Ms. Getchell:

Thank you for your thorough review. Although we are pleased to learn these allegations were unsubstantiated, we conducted an additional full cleaning of the unit's shower room to remove any visible stains.

Please feel free to include our response with any public release of your Report of Findings.

Sincerely,

Meredith Kiss, MA
Acting Hospital Administrator

MK/JP/aw