

Illinois Department of Public Health

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: ASL510333	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING: _____	(X3) DATE SURVEY COMPLETED C 04/01/2026
NAME OF PROVIDER OR SUPPLIER STORYPOINT NAPERVILLE		STREET ADDRESS, CITY, STATE, ZIP CODE 504 N RIVER RD NAPERVILLE, IL 60563		
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A 000	Initial Comment COMPLAINT AND FACILITY REPORTED INCIDENT SURVEY IL00200860 - unsubstantiated but through the course of investigation other deficiencies found and cited. 295.4050 IL00200962 - unsubstantiated but through the course of investigation other deficiencies found and cited. 295.4000 a) 295.4010 a) b) 1) 2) 3) c) IL00201003 - Investigation unable to be done due to subject of the complaint not residing at facility. Through record review of facility roster and interview of staff, it was determined that P1 did not reside in assisted living or memory care establishment. Supervisor notified and will refer to correct division for investigation. Technical Infractions: Section 295.2040 Disaster Preparedness a) b) 5) Four (R1, R2, R3, R4) of four residents reviewed not oriented to emergency plan/exits within 10 days of arrival. Establishment cited previously for this. Establishment showed surveyor documentation of new admissions after being cited that orientation was completed within 10 day time period.	A 000		
A4000	Section 295.4000 Physician/s Assessment This Regulation is not met as evidenced by:	A4000		

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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A4000	Continued From page 1 REPEAT VIOLATION TYPE 3 Violation Section 295.4000 Physician's Assessment a) No more than 120 days prior to admission of a resident to any establishment, a comprehensive assessment that includes an evaluation of the prospective resident's physical, cognitive, and psychosocial condition shall be completed by a physician. The physician's assessment shall include documentation of the presence or the absence of tuberculosis infection in accordance with the Control of Tuberculosis Code. At the time of admission, the physician's assessment must reflect the resident's current condition. This requirement was not met as evidenced by: Based on record review and interview the establishment failed to ensure physician assessments were completed by a physician for four (R1, R2, R3, and R4) of four residents reviewed. Findings include: R1 is an 83-year-old resident admitted to the establishment on 2/27/21 with diagnoses including but not limited to hyperlipidemia and Alzheimer's Disease. R2 was a 78-year-old resident admitted to the establishment on 4/24/2025 with diagnoses including but not limited to legal blindness and severe protein-calorie malnutrition. R3 is a 90-year-old resident admitted to the establishment on 2/7/2025 with diagnoses including but not limited to hyperlipidemia and	A4000		

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A4000	Continued From page 2 depression. R4 is a 91-year-old resident admitted to the establishment on 12/31/2025 with diagnoses including but not limited to Diabetes Mellitus with diabetic chronic kidney disease and paroxysmal atrial fibrillation. R1's physician assessment dated 6/10/2025 was not signed by a physician and was signed by an advanced practice nurse. R2's physician assessment dated 4/23/2025 was not signed by a physician and was signed by a family nurse practitioner. R3's physician assessment dated 2/4/2025 was not signed by a physician and was signed by an advanced practice nurse. R4's physician assessment dated 12/19/2025 was not signed by a physician and was signed by an advanced practice nurse. On 3/31/2026, at 12:38 PM, E2 Director of Nursing/DON stated the doctors sign the physician assessments. I just found out in February that advanced practice nurses/APN's and nurse practitioners/NPs cannot sign physician assessments. I am aware R1's (physician assessment) is signed by APN. I am aware R2's initial physician assessment is signed by a family nurse practitioner. I am also aware R3's (physician assessment) is signed by an APN. We are creating a letter to send to the doctors stating they have to be signed by the physician. The ones pulled for our annual survey have already been corrected and redone by a doctor, except for the one person that expired. I am sending the letter out to all the doctors so I	A4000			

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A4000	Continued From page 3 can update all residents file with a new physician assessment signed by the doctor. I am just waiting on getting them back. On 4/1/2026, at 12:24 pm, E2 DON stated R4's physician assessment is also signed by an advanced practice nurse. We were made aware in January that physician assessments needed to be signed by the physicians. I have only gotten back a handful. I thought it was ok moving forward. I did not know we had to redo everyone. I did not even think to see if the doctors the NP or APNs work under could cosign the already completed physician assessments. Going forward I will have the physician certification's that have only the NP signatures cosigned by their physician and going forward we will have only the physician's sign.	A4000			
A4010	Section 295.4010 Service Plan This Regulation is not met as evidenced by: REPEAT VIOLATION Type 3 Violation Section 295.4010 Service Plan a) Based on the physician's assessment and establishment evaluation (see Section 295.4000), a written service plan shall be developed and mutually agreed upon by the establishment and the resident. (Section 15 of the Act) The establishment shall respect and accept the resident's choices regarding the service plan.	A4010			

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A4010	Continued From page 4 b) The service plan shall be developed by: 1) The resident, resident's representative or any individual requested by the resident; 2) The manager or manager's designee; and 3) A registered nurse, if the resident is receiving nursing services or medication administration, or is unable to direct self-care. c) The service plan shall be signed and dated by all individuals involved in its development. This requirement was not met as evidenced by: Based on record review and interview the establishment failed to ensure service plans were signed by all individuals involved in its development for three (R1, R2, and R4) of four residents reviewed. Findings include: R1 is an 83-year-old resident admitted to the establishment on 2/27/21 with diagnoses including but not limited to hyperlipidemia and Alzheimer's Disease. R2 was a 78-year-old resident admitted to the establishment on 4/24/2025 with diagnoses including but not limited to legal blindness and severe protein-calorie malnutrition. R4 is a 91-year-old resident admitted to the establishment on 12/31/2025 with diagnoses including but not limited to Diabetes Mellitus with diabetic chronic kidney disease and paroxysmal	A4010		

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A4010	Continued From page 5 atrial fibrillation. R1's service plan created on 2/20/2026 is not signed by manager or manager designee, resident or resident representative or a registered nurse. An email was provided dated 8/27/25 that documents R1's power of attorney was aware service plan was updated. R2's service plan created on 10/24/25 is not signed by manager or manager designee, resident or resident representative or a registered nurse. R4's service plan created on 1/13/26 is not signed by manager or manager designee, resident or resident representative or a registered nurse. Email provided that documents R2 sending email to substitute decision maker for R4 on 3/24/26 asking for them to sign service plan. On 3/31/2026, at 12:11 pm, E2 Director of Nursing/DON stated I do not have any signed service plans for R1. I have emails asking for signatures on service plan. For R2 I do not have a signed service plan not even for an initial (service plan) either. I gave the son one in his hand, and he did not return. On 4/1/2026, at 12:24 pm, E2 DON stated I do not have a signed service plan at all for R4. I gave you the email where I tried to get it signed by his POA. My regional registered nurse/RN comes once a month and signs service plans all at one time. She is not involved in the service plan meetings. She does review them. That is why 3 out of 4 service plans I gave you are not signed by an RN. I thought I signed the service plans, that is why they are not signed. I try to get service plans signed right away, but I am having a	A4010		

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A4010	Continued From page 6 hard time getting service plans signed. I try to get them signed as soon as they move in. I think an acceptable time to get service plans signed would be within a week of them moving in or a week of the service plan meeting. As you can see, I reached out to them several times to get signature. We do not do any type of docusign for service plans. When R4 first moved in I gave the service plan to his son maybe 3 days later and he never signed or returned. I started putting in my emails that I am required to have this by Illinois Department of Public Health, and they are starting to respond back now. Mine are not signed because I am waiting on the families to send back and sign after them. I thought that was how it was supposed to be. If nothing has changed, I do the service plan and then schedule the meeting. For R1 service plan was created on 2/20/2026 but I have not even reached out to her to set up service plan meeting. I am behind. We went to a retreat and catching up on things. Service Plan - Personal Care Policy with last revision date of 10/25/2024 documents in part: 4. Procedure The served plan shall be reviewed, signed, and dated by the following: The client/responsible party Personal Care Director/Care Coordinator or Designee Health Care Provider when required based on State Regulations	A4010		
A4050	Seciton 295.4050 Tuberculin Skin Test Procedures This Regulation is not met as evidenced by:	A4050		

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A4050	Continued From page 7 Section 295.4050 Tuberculin Skin Test Procedures Type 2 Violation Tuberculin skin tests for employees and residents shall be conducted in accordance with the Control of Tuberculosis Code (77 Ill. Adm. Code 696). This requirement was not met as evidenced by: Based on record review and interview the establishment failed to ensure one (R2) of four residents reviewed was tested for tuberculosis/TB when admitted to establishment. This failure creates substantial probability of harm to R2 and other residents. Findings include: R2 was a 78-year-old resident admitted to the establishment on 4/24/2025 with diagnoses including but not limited to legal blindness and severe protein-calorie malnutrition. Tuberculosis test for R2 was not provided to surveyor. On 4/1/2026, at 1:24 pm, E2 Director of Nursing/DON stated I could not find the initial TB for R2. I even called the x-ray company we use when they admit, and they do not have record of it. I could not find it. So, we do not have one for R2.	A4050		