STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0018068	A. BUILDING: _____ B. WING _____	R-C 08/09/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
NEW PERSPECTIVE FRANKLIN	**7220 SOUTH BALLPARK DRIVE FRANKLIN, WI 53132**

(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
{N 000}	Initial Comments On 08/09/2024, Surveyors conducted a verification visit and 6 complaint investigations at New Perspective Franklin. One deficiency was identified. One complaint was substantiated. Five complaints were unsubstantiated. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 30	{N 000}		
N 396	83.36(1)(a) Adequate staff to meet resident needs. The CBRF shall provide employees in sufficient numbers on a 24-hour basis to meet the needs of the residents. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure there was an adequate number of Resident Assistants to meet the needs of Residents. Call light response times exceeded 26 minutes during a 2-month period on 79 occasions for 2 of 2 residents reviewed (Resident 2 and Resident 3). Findings include: Facility is able to serve up to 60 individuals with primary diagnoses that include irreversible dementia/Alzheimer's, terminally ill, physically disabled, and advanced age. Census on day of survey was 30. On 07/26/2024, the Department received a complaint that staff were not responding to resident call lights in a timely manner.	N 396		

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE TITLE (X6) DATE

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N 396	Continued From page 1	N 396		

Resident 2
On 08/09/2024, Surveyor reviewed Resident 2's Individual Service Plan (ISP) dated 04/01/2024, and identified the following:

Resident 2 was admitted to the facility on 05/06/2021 with diagnoses that include but are not limited to: degenerative joint disease, reflux esophagitis, hypothyroidism, hyperlipidemia, scoliosis, edema, gastro-esophageal reflux disease, osteoarthritis, and degenerative myopia.

According to Resident 2's ISP they are at risk for falls and use a call light to request staff assistance.

Surveyor reviewed call light response records for Resident 1 and found there was a total of 39 occurrences between 06/01/2024 and 07/31/2024 when call light response times exceeded 26 minutes.

Date	Time	Response time
06/01/2024	4:42 PM	31 minutes
06/08/2024	2:43 PM	176 minutes
06/08/2024	6:21 PM	81 minutes
06/08/2024	9:36 PM	41 minutes
06/09/2024	7:12 PM	162 minutes
06/09/2024	7:34 PM	143 minutes
06/09/2024	12:06 PM	41 minutes
06/10/2024	9:35 AM	66 minutes
06-12/2024	2:12 AM	301 minutes
06/12/2024	9:18 PM	162 minutes
06/14/2024	2:17 PM	44 minutes
06/15/2024	1:09 PM	163 minutes
06/21/2024	9:45 AM	110 minutes
06/22/2024	1:22 AM	86 minutes
06/22/2024	9:14 AM	53 minutes
06/23/2024	6:10 PM	135 minutes

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NEW PERSPECTIVE FRANKLIN	7220 SOUTH BALLPARK DRIVE FRANKLIN, WI 53132

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N 396	Continued From page 2	N 396		

07/04/2024 4:04 PM 49 minutes
07/04/2024 2:44 PM 181 minutes
07/05/2024 10:38 PM 68 minutes
07/08/2024 11:23 PM 32 minutes
07/09/2024 7:28 AM 34 minutes
07/09/2024 12:57 PM 56 minutes
07/10/2024 6:45 PM 98 minutes
07/15/2024 5:46 PM 60 minutes
07/15/2024 6:47 PM 139 minutes
07/16/2024 9:32 PM 34 minutes
07/19/2024 9:22AM 47 minutes
07/20/2024 9:31 AM 38 minutes
07/21/2024 8:22 AM 51 minutes
07/21/2024 11:37 AM 37 minutes
07/22/2024 12:11 PM 196 minutes
07/23/2024 11:08 AM 50 minutes
07/23/2024 11:24 AM 64 minutes
07/23/2024 4:44 PM 33 minutes
07/27/2024 7:37 AM 27 minutes
07/28/2024 5:47 PM 58 minutes
07/29/2024 11:21 PM 47 minutes
07/30/2024 7:04 AM 53 minutes
07/31/2024 12:20 PM 127 minutes

Resident 3
On 08/09/2024, Surveyor reviewed Resident 3's Individual Service Plan (ISP) dated 04/01/2024, and identified the following:

Resident 3 was admitted to the facility on 01/16/2024 with diagnoses that include but are not limited to: hypertension, peripheral vascular disease, adjustment disorder with depressed mood, acquired absence of right leg above the knee, chronic kidney disease, other abnormalities of gait and mobility, cognitive communication deficit, gastritis, depression, malnutrition, anemia hypotension, atherosclerosis anxiety disorder, and restless leg syndrome.

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According to Resident 3's ISP they require assist of 2 caregivers for transfers. Resident 3 utilizes a power scooter, manual wheelchair, [mechanical] lift and raised toilet seat. They use a call light to request staff assistance.

Surveyor reviewed call light response records for Resident 1 and found there was a total of 40 occurrences between 06/01/2024 and 07/31/2024 when call light response times exceeded 26 minutes.

Date	Time	Response Time
06/12/2024	5:32 PM	34 minutes
06/17/2024	8:17 PM	43 minutes
06/19/2024	4:25 AM	59 minutes
06/20/2024	9:45 AM	50 minutes
06/20/2024	7:57 PM	49 minutes
06/21/2024	9:16 PM	35 minutes
06/22/2024	11:09 AM	35 minutes
06/24/2024	6:58 PM	45 minutes
07/03/2024	6:14 PM	36 minutes
07/04/2024	1:58 PM	51 minutes
07/05/2024	7:38 AM	36 minutes
07/05/2024	6:37 PM	29 minutes
07/07/2024	5:30 AM	38 minutes
07/12/2024	10:42 AM	49 minutes
07/12/2024	6:38 PM	34 minutes
07/12/2024	7:47 PM	48 minutes
07/13/2024	12:06 PM	71 minutes
07/14/2024	2:10 AM	180 minutes
07/20/2024	2:35 PM	35 minutes
07/21/2024	11:48 AM	33 minutes
07/22/2024	3:30 PM	45 minutes
07/23/2024	5:56 PM	31 minutes
07/25/2024	3:14 AM	45 minutes
07/25/2024	5:43 PM	33 minutes
07/26/2024	9:27 AM	107 minutes
07/26/2024	1:57 PM	38 minutes
07/28/2024	5:47 PM	58 minutes

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N 396	Continued From page 4 07/27/2024 3:20 AM 49 minutes 07/27/2024 7:04 PM 31 minutes 07/28/2024 12:15 PM 32 minutes 07/28/2024 1:08 PM 35 minutes 07/29/2024 6:03 PM 36 minutes 07/30/2024 7:46 AM 29 minutes 07/30/2024 12:23 PM 54 minutes 07/30/2024 1:35 PM 123 minutes 07/30/2024 3:57 PM 34 minutes 07/30/2024 7:26 PM 30 minutes 07/31/2024 9:50 AM 58 minutes 07/31/2024 7:48 PM 53 minutes On 08/09/2024, at approximately 1:45 PM, Surveyors interviewed Executive Director A (ED A) regarding call light response times. ED A confirmed some of the times were long and stated, the Health and Wellness Director (HWD B) monitored the call light lengths on a weekly basis. ED A reported staff were trained to answer call lights as soon as possible, but if they were helping another resident, it sometimes took longer than they would like. ED A reported they were working on speeding up their response times. ED A stated s/he felt they had an appropriate number of staff to meet the needs of the residents they served.	N 396		