STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0019328	A. BUILDING: _____ B. WING _____	C 12/19/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PINE MEADOWS 2	4932 ALDERSON ST SCHOFIELD, WI 54476

(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 12/18/2024, Surveyor conducted a complaint investigation at Pine Meadows 2. Data collection continued through 12/19/2024. The complaint was substantiated. Two deficiencies were identified. Census: 13	N 000		
N 353	83.32(3)(i) Rights of Residents: Adequate treatment In addition to the rights under s. 50.09, Stats., each resident shall have all of the following rights: Prompt and adequate treatment. Receive prompt and adequate treatment that is appropriate to the resident ' s needs. This Rule is not met as evidenced by: Based on record review and interview, the provider did not provide prompt and adequate treatment for Resident 1. Findings include: On 09/03/2024, the Department received a complaint did not take prompt action when blood sugars dropped. The provider is licensed to care for up to 14 people in the following client groups of advanced aged, physically disabled, terminally ill and irreversible dementia/Alzheimer's disease. On 12/18/2024, Surveyor reviewed Resident 1's record. Resident 1 was admitted on 03/07/2022. Resident 1's diagnoses included Diabetes	N 353		

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

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N 353	Continued From page 1 Mellitus Type 2. According to an observation note, dated 08/23/2024, Facility Nurse (FN) E noted, "Staff alerted writer at dinner time that residents BS (blood sugars) was 33--resident appeared lethargic--staff administered honey and some OJ (orange juice), instructed to hold insulin--rechecked 30 minutes later and BS reading of 203. Resident appeared to have perked up and conversing/smiling." According to an observation note, dated 08/26/2024 (7:30 AM), Registered Nurse (RN) F wrote, "Late entry: writer received call on 08/24/24 that residents [sic] daughter had called 911 due to BS reading of 24. Writer was seen in ER (emergency room) and returned to facility evening of 08/24/24--New orders received for Cephalexin for UTI (urinary tract infection)." According to an observation note, dated 08/26/2024 (8:15 AM), FN E noted, "Resident returned from hospital on 8/24 [sic] with new orders for Cephalexin 500 mg PO TID 7 days due to UTI. Staff please give resident yogurt daily for probiotic. Push fluids and encourage oral intake. Update nurse with ANY [sic] blood sugar LESS THAN 80 [sic] prior to administering insulin as scheduled." Medical records indicated Resident 1 was admitted to the emergency room for hypoglycemia on 08/24/2024. According to Resident 1's blood sugar monitoring record, the following blood sugars were documented on 08/24/2024: 114 at 11:12 AM, 47 at 1:00 PM, 23 at 4:00 PM. On 12/19/2024 at approximately 9:52 AM, Surveyor interviewed FN E via telephone. FN E verified that Resident 1 went to the emergency room for low blood sugars on 08/24/2024. FN E reported that the ER admission could have been avoided if staff responded sooner and "understood the seriousness of low blood sugar." FN E stated, "This was an emergency and life	N 353		

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N 353	Continued From page 2 threatening; We have enhanced our blood sugar protocol since then; We are working on improving our standard of care for residents." On 12/19/2024 at approximately 3:00 PM, Surveyor interviewed Caregiver B via telephone. Surveyor asked Caregiver B about current diabetic monitoring at the facility. Caregiver B reported that diabetic monitoring had improved since Resident 1 went to the ER in August 2024.	N 353		
N 425	83.38(1)(a) Personal care. As appropriate, the CBRF shall teach residents the necessary skills to achieve and maintain the resident's highest level of functioning. In addition to the assessed needs as determined under s. DHS 83.35(1), the CBRF shall provide or arrange services adequate to meet the needs of the residents in all of the following areas: Personal care. Personal care services shall be designed and provided to allow a resident to increase or maintain independence. This Rule is not met as evidenced by: Based on observation and interview, the provider did not provide personal care services adequate to meet the needs of Resident 2. Findings include:	N 425		

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N 425	Continued From page 3 The provider is licensed to care for up to 14 people in the following client groups of advanced aged, physically disabled, terminally ill and irreversible dementia/Alzheimer's disease. On 12/18/2024, Surveyor reviewed Resident 2's record. Resident 2 was admitted on 07/09/2024. Resident 2's health care power of attorney was not activated. On 12/18/2024 at approximately 1:13 PM, Surveyor interviewed Resident 2 in his/her room. Resident 2 stated, "Staff don't come in here even if I call them. I am told to be patient. I got to the point where I don't ask for help." Resident 2 informed Surveyor that Resident 2 had not taken a shower since being admitted. On 12/18/2024 at approximately 2:04 PM, Surveyor interviewed Caregiver C. Caregiver C reported that Resident 2 "gets a bed bath one time a week because [Resident 2] refuses showers." On 12/18/2024 at approximately 2:11 PM, Surveyor interviewed Nurse Practitioner (NP) G. NP G stated, "I think [Resident 2] needs to be in a skilled nursing facility. [S/He] needs skilled nursing. NP G reported, "[Resident 2] refuses to get up; [s/he] needs to be getting up and [s/he] needs to be showered." On 12/18/2024 at approximately 2:20 PM, Surveyor interviewed Caregiver B. Caregiver B reported, "[Resident 2] had issues with PM shift. [His/Her] shower days were on Thursday nights. [S/He] refused showers and [s/he] refused medications (at times)." Caregiver B noted that Resident 2's spouse, Family Member (FM) D, was trying to get Resident 2 into a nursing home.	N 425		

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N 425	Continued From page 4 On 12/18/2024 at approximately 2:27 PM, Surveyor observed the following: Caregiver B went to Resident 2's room and asked Resident 2 if s/he wanted a shower. Resident 2 agreed to take a shower in the AM on the following day (12/19/2024), as long as Caregiver B was the staff person giving the shower. Caregiver B agreed to give Resident 2 a shower on 12/19/2024. On 12/19/2024 at approximately 9:52 AM, Surveyor interviewed Facility Nurse (FN) E via telephone. FN E reported that Resident 2's cares were lacking and Resident 2 refused showers. FN E stated, "Staff need to find something that works - try other methods to get [him/her] to shower." On 12/19/2024 at approximately 3:00 PM, Surveyor interviewed Caregiver B via telephone. Caregiver B confirmed that Resident 2 got his/her shower around 1:00 PM on today's date, 12/19/2024. On 12/19/2024 at approximately 3:15 PM, Surveyor interviewed Family Member (FM) D via telephone. FM D reported that FM D was looking into moving Resident 2. FM D stated, "The daytime people are doing a better job than the nighttime people." FM D indicated that staff do not do a good job at reapproaching Resident 2 when s/he refuses showers. On 12/19/2024 at approximately 4:00 PM, Surveyor interviewed Human Resources Manager (HRM) A via telephone. Surveyor asked HRM A about Resident 2's cares and showers. Surveyor asked HRM A if Resident 2 received a shower since being admitted in July 2024. HRM A reported that HRM A had heard that Resident 2	N 425		

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N 425	Continued From page 5 had not been showered since admission. HRM A reported, "I know [s/he] got a full bed bath today with a tub of water and [Resident 2] said [s/he] felt a lot better." HRM A commented, "I know some staff probably don't encourage or reapproach [him/her] when [s/he] refuses showers; I know [s/he] does not care for certain staff."	N 425		