STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013737	A. BUILDING: _____ B. WING _____	10/27/2023

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

(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 10/27/2023, Surveyor conducted an abbreviated survey at Pinecrest. Five deficiencies were identified. Census: 12	N 000		
N 220	83.17(2)(a) Employees screened for communicable disease. The CBRF shall obtain documentation from a physician, physician assistant, clinical nurse practitioner or a licensed registered nurse indicating all employees have been screened for clinically apparent communicable disease including tuberculosis. Screening for tuberculosis shall be conducted using centers for disease control and prevention standards. The screening and documentation shall be completed within 90 days before the start of employment. The CBRF shall keep screening documentation confidential, except the department shall have access to the screening documentation for verification purposes. This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure documentation from a physician, physician assistant, clinical nurse practitioner or a licensed registered nurse indicating all employees had been screened for clinically apparent communicable disease including tuberculosis (TB) was obtained within 90 days before starting employment for 2 of 2 employees reviewed. Caregiver B and Caregiver C had not been screened for clinically apparent communicable	N 220		

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

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N 220	Continued From page 1 disease and Caregiver B's TB test was conducted 140 days after hire date. Findings include: On 10/27/2023, Surveyor reviewed Caregiver B's and Caregiver C's employee records. Example 1- Caregiver B Caregiver B was hired 02/10/2023. His/her record did not contain documentation indicating s/he had been screened for clinically apparent communicable disease. Caregiver B's record contained a TB test dated 06/30/2023. Example 2- Caregiver C Caregiver C was hired 08/03/2022. His/her record did not contain documentation indicating s/he had been screened for clinically apparent communicable disease. On 10/27/2023 at 2:05 PM, Surveyor discussed concern of no screening for communicable disease including TB with Administrator A who stated s/he thought the statement regarding free of clinically apparent communicable disease was included on the TB test documentation for Caregiver C. Administrator A stated they recently switched providers of communicable disease screens and TB tests of the initial provider's limited dates and times for screening and TB testing.	N 220		
N 243	83.21(1)-(3) All employee training. The CBRF shall provide, obtain or otherwise ensure adequate training for all employees in all of the following:	N 243		

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N 243	Continued From page 2 Resident rights. Training shall include general rights of residents including rights as specified under s. DHS 83.32(3). Training shall be provided as applicable under ss. 50.09 and 51.61 and chs. 54, 55, and 304, Stats., and ch. DHS 94, depending on the legal status of the resident or service the resident is receiving. Specific training topics shall include house rules, coercion, retaliation, confidentiality, restraints, self-determination, and the CBRF ' s complaint and grievance procedures. Residents ' rights training shall be completed within 90 days after starting employment. Client Group. Training shall be specific to the client group served and shall include the physical, social and mental health needs of the client group. Specific training topics shall include, as applicable: characteristics of the client group served, activities, safety risks, environmental considerations, disease processes, communication skills, nutritional needs, and vocational abilities. Client group specific training shall be completed within 90 days after starting employment. Client Group. In a CBRF serving more than one client group, employees shall receive training for each client group. Recognizing, preventing, managing, and responding to challenging behaviors. Specific training topics shall include, as applicable: elopement, aggressive behaviors, destruction of property, suicide prevention, self-injurious behavior, resident supervision, and changes in condition. Challenging behaviors training shall be completed within 90 days after starting employment.	N 243		

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N 243	Continued From page 3	N 243		

This Rule is not met as evidenced by:
Based on record review and interview the provider did not ensure 2 of 2 employees reviewed, obtained all training as required within 90 days after starting employment.

Caregiver B did not have training in recognizing, preventing, managing and responding to challenging behaviors within 90 days after starting employment.

Caregiver B and Caregiver C did not have training in required client groups within 90 days after starting employment.

Findings include:

On 10/27/2023, Surveyor conducted a review of 2 employees to verify compliance with all employee training requirements. Surveyor requested training records from Administrator A for Caregiver A and Caregiver B.

Recognizing, Preventing, Managing and Responding to Challenging Behaviors

The record for Caregiver C, hired 08/03/2022, contained a challenging behavior training certificate dated 02/04/2013. Caregiver C's record did not contain evidence of training in challenging behaviors since 02/04/2013 or evidence of meeting an exemption for challenging behaviors.

On 10/27/2023, at approximately 1:13 PM, Surveyor interviewed Administrator A. Administrator A confirmed the provider did not have evidence Caregiver C completed challenging behaviors training since employed by

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NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

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N 243	Continued From page 4 Pinecrest or met an exemption for challenging behaviors. Client Group The facility was licensed to provide care and services to residents within the client groups of advanced age, irreversible dementia/Alzheimer's and physically disabled. The record for Caregiver B, hired 02/10/2023, contained a client group training certificate from a previous employer dated 01/07/2011. Caregiver B's record did not contain evidence of training in client groups since 01/07/2011 or evidence of meeting an exemption for training in client groups. The record for Caregiver C, hired 08/03/2022, contained a certificate in client groups training dated 02/17/2013. Caregiver C's record did not contain evidence of client groups training since 02/17/2013 or evidence of meeting an exemption for client groups. On 10/27/2023, at approximately 1:13 PM, Surveyor interviewed Administrator A. Administrator A confirmed the provider did not have evidence Caregiver B and Caregiver C completed challenging behaviors training since employed by Pinecrest or met an exemption for client training specific to advanced age, irreversible dementia/Alzheimer's and physically disabled. Cross Reference: N0247 DHS 83.22(1)-(4) Task Specific Training N0283 DHS 83.26(1) Documentation Of Required Employee Training	N 243		

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N 247	Continued From page 5	N 247		
N 247	83.22(1)-(4) Task specific training. The CBRF shall provide, obtain or otherwise ensure adequate training for employees performing job duties in all of the following: Assessment of residents. All employees responsible for resident assessment shall successfully complete training in the assessment of residents prior to assuming these job duties. Specific training topics shall include: assessment methodology, assessment of changes in condition, sources of assessment information, and documentation of the assessment. Individual service plan development. All employees responsible for service plan development shall successfully complete training in individual service plan development prior to assuming these job duties. Specific training topics shall include: identification of the resident ' s needs and desired outcomes, development of goals and interventions, service plan evaluation and review of progress. Provision of personal care. All employees responsible for providing assistance with activities of daily living shall successfully complete training prior to assuming these job duties. Specific training topics shall include, as appropriate: bathing, eating, dressing, oral hygiene, nail and foot care, toileting and incontinence care, positioning and body alignment, and mobility and transferring. Dietary training. All employees performing dietary duties shall complete dietary training within 90 days after assuming these job duties. Specific training topics shall include: determining nutritional needs, menu planning, food preparation and food sanitation.	N 247		

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PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

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N 247	Continued From page 6	N 247		

This Rule is not met as evidenced by:
Based on record review and interview, the provider did not ensure 1 of 2 employees reviewed obtained all task specific training.

Caregiver C, who performed dietary duties, did not have training in dietary services within 90 days after assuming these job duties.

Findings include:

On 10/27/2023, Surveyor conducted a review of 2 employees to verify compliance with task specific training requirements. Surveyor requested training records from Administrator A for Caregiver C.

Dietary Training

The record for Caregiver C, hired 08/03/2022, contained a certificate in dietary training dated 02/03/2013.
The record did not contain dietary training since hired in 2018 or rehired in 2023, or evidence of meeting an exemption for dietary training.

On 10/27/2023 at 2:05 PM, Surveyor interviewed Administrator A who stated Caregiver C cooked and washed dishes as part of his/her job duties since hired 08/03/2022. Administrator A stated Caregiver C was initially employed by Pinecrest in 2018, left employment approximately March 2020 and was rehired 08/03/2022. Administrator A confirmed the provider did not have evidence Caregiver C completed or met an exemption for dietary training within 90 days after assuming these job duties in August 2022.

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PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

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N 247	Continued From page 7 Cross Reference: N0243 DHS 83.21(1)-(3) All Employee Training N0283 DHS 83.26(1) Documentation Of Required Employee Training	N 247		
N 283	83.26(1) Documentation of required employee training The CBRF shall maintain documentation of all employee training under s. DHS 83.21 and task specific training under s. DHS 83.22 and shall include the name of the employee, the name of the instructor, the dates of training, a description of the course content, and the length of the training. This Rule is not met as evidenced by: Based on record review and interview, the provider did not maintain documentation of all employee training under s. DHS 83.21 including the name of the employee, the name of the instructor, the dates of training, a description of the course content, and the length of the training for 2 of 2 employees reviewed. Caregiver B's and Caregiver C's employee records did not contain documentation of resident rights training received within 90 days of hire. Findings include: On 10/27/2023, Surveyor reviewed Caregiver B's and Caregiver C's employee records. Caregiver B was hired on 02/10/2023. His/her record contained resident rights training certificate from a former employer dated	N 283		

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PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

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N 283	Continued From page 8 06/03/2011. No additional documentation of training in resident rights was contained in the record. Caregiver C was hired 08/03/2022. His/her record contained a resident rights training certificate from a former employer dated 02/16/2013. No additional documentation of training in resident rights was contained in the record. On 10/27/2023 at 2:05 PM, Surveyor discussed concern of no training in resident rights within 90 days of hire with Administrator A. Administrator A stated s/he had provided orientation training in resident rights to Caregiver B and Caregiver C upon hire. Administrator A stated resident rights training was not specified on the orientation training checklist and s/he had not documented provision of the training elsewhere. Cross Reference: N0243 DHS 83.21(1)-(3) All Employee Training	N 283		
N 617	83.55(6)(b) Bath and toilet areas: water temperature The CBRF shall set the temperature of all water heaters connected to sinks, showers and tubs used by residents at a temperature of at least 140°F. The temperature of water at fixtures used by residents shall be automatically regulated by valves and may not exceed 115°F, except for CBRFs serving residents recovering from alcohol or drug dependency or clients of a government correctional agency. This Rule is not met as evidenced by: Based on observation and interview, the provider	N 617		

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PINECREST	N3367 COUNTY TRUNK NN LAKE GENEVA, WI 53147

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N 617	Continued From page 9 did not ensure the temperature of water at fixtures used by residents did not exceed 115° F at 2 of 3 resident bathroom sinks. Findings include: The facility is licensed as a CNA (nonambulatory) CBRF able to serve up to 12 residents within the client groups of advanced age, irreversible dementia/Alzheimer's and physically disabled. On 10/27/2023 while touring the facility with Lead Caregiver D, Surveyor tested the water temperatures at Resident 1's and Resident 2's bathroom sinks. On 10/27/2023 at 1:34 PM, the temperature at Resident 1's bathroom sink was 123.6 ° F. On 10/27/2023 at 1:34 PM, Surveyor interviewed Resident 1 who stated s/he used his/her bathroom independently and sometimes the water at the bathroom sink was too warm. On 10/27/2023 at 1:36 PM, the temperature at Resident 2's bathroom sink was 122 ° F. On 10/27/2023 at 2:05 PM, Surveyor discussed concern of water used by residents exceeding 115 ° F with Administrator A who stated water temperatures were checked monthly and were less than <115 ° F. Administrator A stated they recently cleaned the coils in the hot water tanks which may have caused the higher water temperatures. Administrator A stated water temperatures would be addressed right away.	N 617		