STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0015326	A. BUILDING: _____ B. WING _____	C 06/14/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
CHARTER SENIOR LIVING OF HASMER LAKE	N168 W22026 MAIN ST JACKSON, WI 53037

(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
U 000	INITIAL COMMENTS From 06/11/2024 to 06/14/2024, Surveyor conducted a complaint investigation at Charter Senior Living of Hasmer Lake, a RCAC in Jackson. One deficiency was identified. The complaint was substantiated. Census: 20	U 000		
U 122	89.23(2)(c) SERVICES SUFFICIENT SERVICES. Emergency assistance. A residential care apartment complex shall ensure that tenant health and safety are protected in the event of an emergency and shall have the capacity to provide emergency assistance 24 hours a day. A residential care apartment complex shall have a written emergency plan which describes staff responsibilities and procedures to be followed in the event of fire, sudden serious illness, accident, severe weather or other emergency and is developed in cooperation with local fire and emergency services. This Rule is not met as evidenced by: Based on interview and record review, the provider did not ensure tenant health and safety was protected in the event of an emergency,	U 122		

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

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U 122	Continued From page 1	U 122		

including a sudden serious incident. The provider did not respond to Tenant 1's call for help for greater than 90 minutes.

Findings include:

From 06/11/2024 to 06/14/2024, Surveyor conducted a complaint investigation alleging the provider did not provide prompt care when a tenant called for help.

On 06/11/2024 at approximately 1:00 p.m., Surveyor reviewed Tenant 1's record. Tenant 1 admitted to the provider's complex on 05/17/2019. Tenant 1's care plan, dated 09/22/2023, indicated s/he was a fall risk and required assistance with transfers. Tenant 1's record documented the following:

- Incident Report, dated 03/22/2024 at 3:10 a.m.: Former Caregiver B responded to Tenant 1's call light going off, but Tenant 1's bed was empty and Former Caregiver B was unable to locate Tenant 1. The report stated that Former Caregiver B searched the lower level and contacted a coworker, Caregiver C, for assistance when s/he was still unable to locate Tenant 1. The record stated Caregiver C asked if Former Caregiver B had checked the bathroom, which Former Caregiver B had not. The record stated Former Caregiver B then found Tenant 1 in his/her bathroom, lying on his/her left side and complaining of his/her back hurting and that s/he had hit his/her head. The report stated Tenant 1 kept saying, "Help me, help me." The report indicated Tenant 1 was sent to the hospital.
- Progress Note, dated 03/22/2024 at 2:00 p.m.: Family called to update that Tenant 1 remained hospitalized and had bruising mainly to his/her left side including his/her left shoulder, left rib area

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U 122	Continued From page 2	U 122		

and left hip. Family reported hospital staff was recommending hospice.
- Progress Note, dated 03/25/2024 at 11:15 a.m.: Hospital staff updated that Tenant 1 transitioned to inpatient hospice and was no longer responsive.

On 06/14/2024 at approximately 9:00 a.m., Surveyor reviewed Tenant 1's call light history. The log indicated Tenant 1 called for assistance on 03/22/2024 at 1:31 a.m. and the light was not "cleared" until 3:48 a.m. Surveyor reached out to Administrator A to inquire about the delay in Tenant 1 receiving assistance on 03/22/2024.

On 06/14/2024 at approximately 1:45 p.m., Surveyor received an investigation document that was not dated from Administrator A. The document stated the following:

- Call Light Times: Tenant 1 paged at 1:31 a.m. Employee unsure if s/he saw resident at that time. Light was cleared at 3:48 a.m.
- Interview with Caregiver C: Caregiver C, who was working in the CBRF next door, received a call from Former Caregiver B at 3:01 a.m. who stated s/he could not locate Tenant 1. Caregiver C advised Former Caregiver B to check Tenant 1's bathroom. While Caregiver C was on his/her way to the complex, Former Caregiver B reported s/he had found Tenant 1 in his/her bathroom. Caregiver C arrived to find Tenant 1 lying on the bathroom floor on his/her left side in his/her wheelchair. Caregiver C reported it appeared that Tenant 1's wheelchair had tipped over. Caregiver C stated Tenant 1 kept calling out "Help me, Help me," and had reported calling for assistance for 2 hours. Caregiver C and Former Caregiver B assisted Tenant 1 up in his/her wheelchair. Staff attempted to reach family and called paramedics,

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U 122	Continued From page 3 who arrived a few minutes after 3:34 a.m. - Interview with Former Caregiver B: Former Caregiver B does not remember exactly what s/he was doing from 1:30 a.m. to 3:48 a.m. Former Caregiver B stated s/he did have his/her pager and walkie talky on him/her the entire shift and both devices were working properly. On 06/14/2024 at approximately 1:50 p.m., Surveyor attempted to interview Former Caregiver B. Former Caregiver B was not willing to speak with Surveyor. On 06/14/2024 at approximately 3:15 a.m., Surveyor interviewed Administrator A and Clinical Specialist D. Surveyor reviewed call light logs and reports and shared concern that Tenant 1 had called for assistance at 1:31 a.m. but did not have help until greater than 90 minutes later when Former Caregiver B contacted Caregiver C to assist in locating Tenant 1. Administrator A stated s/he agreed with the concern and confirmed based on the call light report and interviews, Tenant 1 had been waiting for assistance for greater than 90 minutes.	U 122		