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 _____	R-C 02/05/2025

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 On 02/04/2025, Surveyor conducted a standard survey and verification visit at Charter Senior Living of Hasmer Lake, RCAC. Additional information gathered through 02/05/2025. As a result of the survey 1 repeat violation was identified. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 37	{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	{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}		

was protected in the event of an emergency, including a sudden serious incident. The provider did not respond to 8 of 8 tenant calls for help for greater than 25 minutes.

This is a repeat deficiency. See SOD 562W11, dated 06/14/2024.

Findings include:

On 02/04/2025 at approximately 11:00 AM, Surveyor toured the facility with Environmental Service Director (ESD) E. Surveyor toured Tenant 2 and Tenant 10's room. Tenant 10 stated Tenant 2 sometime waits for over an hour for staff to respond. Tenant 10 stated when Tenant 2 needs to use the bathroom s/he needs to go and cannot wait for 30 - 60 minutes or longer.

On 02/2025 at 11:45 AM, Surveyor requested the call logs from ESD E. ESD E provided call logs from 01/14/2025 - 02/02/2025. Surveyor reviewed a sampling of tenants and observed the following tenants with the date and time tenant rang and the number of minutes it took staff to respond:

Tenant 2
" 01/15/2025 - 1:42 PM 53m 43s
" 01/23/2025 - 2:48 AM 74m 44s
" 02/02/2025 - 1:51 AM 34m 28s

Tenant 3
" 01/14/2025 - 12:40 PM 55m 53s
" - 6:07 PM 27m 15s

Tenant 4
" 01/14/2025 - 4:51 PM 48m 33s
" - 6:54 PM 34m 43s
" - 8:19 PM 46m 7s

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{U 122}	Continued From page 2	{U 122}		

" 01/15/2025 - 1:50 PM 34m 29s
" 01/17/2025 - 8:58 PM 48m 48s
" 01/22/2025 - 7:53 AM 31m 41s
" 01/24/2025 - 8:07 AM 31m 50s
" 01/25/2025 - 12:00 AM 25m 4s
" 01/26/2025 - 4:02 PM 35m 49s
" 01/31/2025 - 3:12 PM 40m 36s

Tenant 5
" 01/21/2025 - 7:42 AM 33m 25s
" 01/22/2025 - 1:57 PM 45m 7s
" 01/23/2025 - 6:35 AM 30m 28s
" 01/31/2025 - 10:59 PM 27m 53s

Tenant 6
" 01/14/2025 - 5:49 PM 100m 17s
" 01/17/2025 - 7:50 PM 29m 30s
" 01/18/2025 - 6:36 PM 53m 28s
" 01/21/2025 - 8:22 AM 43m 12s
" 01/26/2025 - 1:58 PM 26m41s
" 01/31/2025 - 6:16 PM 28m 23s
" - 6:58 PM 220m 24s

Tenant 7
" 01/14/2025 - 7:48 PM 25m 19s
" 01/24/2025 - 3:03 PM 29m 17s
" 01/31/2025 - 8:21 PM 134m 15s
" 02/01/2025 - 8:24 PM 25m 34s
" 02/02/2025 - 4:27 AM 48m 45s

Tenant 8
" 01/15/2025 - 1:31 PM 26m 34s
" 01/31/2025 - 8:36 PM 98m 35s

Tenant 9
" 01/22/2025 - 1:35 PM 25m 45s
" 01/24/2025 - 3:07 PM 27m 17s
" 01/31/2025 - 5:56 AM 29m 17s
" - 7:06 PM 28m 17s
" - 7:50 PM 161m 18s

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{U 122}	Continued From page 3 " 02/02/2025 - 12:17 AM 83m 54s " - 6:01 AM 45m 59s On 02/04/2025 at 12:20 PM, Surveyor interviewed Executive Director (ED) F. ED F stated his/her expectation for staff would be to respond to call lights in less than 10 - 15 minutes, however it depends on shift, nighttime should be faster, 1st shift could be up to 20 minutes with higher needs. Surveyor shared findings and length of call lights observed. ED F stated ESD E prints a call log report weekly for him/her, but s/he doesn't always have time to look at the report. Surveyor asked when s/he looked at the call log report last and ED F stated s/he was unsure. ED F stated s/he will add to his/her calendar and try to review the call log weekly. Surveyor shared 01/31/2025 observation of response times of 40 minutes, 28 minutes, 220 minutes, 28 minutes, 161 minutes, 134 minutes, 98 minutes and 27 minutes. ED F acknowledged s/he had concerns with the length of response times. Surveyor requested staff schedule for 01/25/2025 - 02/04/2025 from ED F. ED F stated s/he has 3 caregivers on AM and PM shift and 1 on NOC shift. Surveyor reviewed staff schedule for Friday 01/31/2025 on the PM shift. The schedule reflected Caregiver H was a no call no show, and Caregiver I was off for graduation. The schedule did not show any staff working in the RCAC from 3:00 PM - 11:00 PM on 01/31/2025. On 02/04/2025 at approximately 1:30 PM, surveyor interviewed ED F. ED F stated they had staff working. ED F stated staff stayed late, came in early and picked up a partial shift. Surveyor requested a list of employees that worked on PM shift 1/31/2025. Surveyor requested to receive	{U 122}		

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{U 122}	Continued From page 4 the staff that worked on 01/31/2025 with hours worked by 10:00 AM on 02/05/2025. On 02/04/2025 at 2:05 PM, Surveyor interviewed Resident 9. Resident 9 stated call times are so - so. Resident 9 stated s/he just moved into the facility about 2 weeks ago. On 02/04/2025 at 2:15 PM, Surveyor interviewed Resident 6. Resident 6 stated s/he didn't know if his/her call pendent worked. Resident 6 acknowledged s/he must wait for staff for assistance. Resident 6 is non-ambulatory and uses a Hoyer for transfers. On 02/04/2025 at 2:20 PM, Surveyor interviewed Resident 11. Resident 11 stated s/he does not need services but Resident 5 requires assistance. Resident 11 stated Resident 5 has waited over an hour at times. Resident 11 stated when Resident 5 rings his/her pendant and staff do not respond, s/he will ring his/her pendant and that will usually get staff there faster. Resident 11 stated some staff are better than others. Resident 11 stated Resident 5 is supposed to get a weekly shower, s/he requested for Resident 11 to get 2 showers a week. Resident 11 acknowledged the last time Resident 5 was showered was about 2 ½ weeks ago when Resident 5 was incontinent in bed and staff stated it would be easier to clean up if they showered Resident 5. Resident 5 has not had a shower in 2 ½ weeks. On 02/04/2025 at 3:46 PM, Surveyor exited with Regional Operations (RO) A, Regional Clinical Specialist (RCS) D, Executive Director (ED) F and Regional Director of Operations (RDO) G. RDO G acknowledged concerns with the response times and stated s/he was emailing ED F what s/he wanted implemented immediately.	{U 122}		

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{U 122}	Continued From page 5 ED F stated s/he would work on a plan and work with RO A. As of 3:00 PM on 02/05/2025, Surveyor did not receive a list of staff with hours worked on 01/31/2025. The provider did not ensure tenant health and safety was protected in the event of an emergency.	{U 122}		