STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0016004	A. BUILDING: _____ B. WING _____	R-C 10/30/2025

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
RBI CARING HEARTS B LLC	1614 HENRY JOHNS BLVD BANGOR, WI 54614

(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 10/29/2025, Surveyors conducted a complaint investigation and verification visit at RBI Caring Hearts B LLC. Data collection continued through 10/30/2025. The complaint was unsubstantiated. One deficiency was identified. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 12	{N 000}		
N 416	83.37(2)(e) Other administration given or delegated by RN Other administration. Injectables, nebulizers, stomal and enteral medications, and medications, treatments or preparations delivered vaginally or rectally shall be administered by a registered nurse or by a licensed practical nurse within the scope of their license. Medication administration described under sub. (2)(e) may be delegated to non-licensed employees pursuant to s. N 6.03(3). This Rule is not met as evidenced by: Based on record review and interview, the provider did not ensure non-licensed caregivers administering injectable medications, nebulizer medications, and rectal medications received delegation by a registered nurse (RN), as required. Findings include: On 10/29/2025, at approximately 10:15 AM, Surveyor interviewed Human Resource Manager (HRM) A regarding RN delegated training for	N 416		

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

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N 416	Continued From page 1	N 416		

caregivers. HRM A stated RN E was the nurse that did hands on training, and s/he had been gone since February 2025. HRM A stated the provider had not had anyone come in yet to re-delegate staff. HRM A stated HRM A, Administrative Assistant (AA) C and Administrator B were delegated by an RN and had been helping with injectables training. HRM A confirmed the 3 staff referenced were not licensed RNs. HRM A stated the typical staffing pattern was 1 staff per 12 residents and the provider would have a float staff to go between the facility and the other licensed facility next door operating under the same licensee. HRM A stated the typical shifts were 6:00 AM to 6:00 PM with the float shift being 8:00 AM to 4:00 PM.

At 11:44 AM, Surveyor observed newly hired Caregiver G prime an insulin pump at the medication cart in presence of Caregiver F. Caregiver G handed the insulin pen to Resident 1, who administered the insulin independently. Surveyor interviewed Caregiver G regarding his/her medication pass training. Caregiver G stated s/he had taken a medication class prior to working at current facility and was currently being trained by other caregivers. Caregiver G stated s/he had not received any training from a licensed nurse at current facility which was confirmed by Caregiver F.

At 11:50 AM, Surveyors interviewed HRM A. HRM A stated RN F had delegated tasks after RN E and RN F was no longer working for the provider. HRM A stated s/he would need to confirm when RN F's last day of employment was.

Surveyor requested RN delegated training for caregivers and a staff schedule for August 2025 to present.

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	0016004	A. BUILDING: _____ B. WING _____	R-C 10/30/2025

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N 416	Continued From page 2 On 10/30/2025, Surveyor reviewed an email from HRM A that included multiple attachments regarding RN delegation. Within the email, HRM A confirmed that RN F's last day of employment was 06/05/2025. Multiple caregiver delegations were dated after RN F's departure. Multiple other delegations were included with RN F's signature dated prior to his/her last day with the provider. On 10/30/2025, at 2:00 PM, Surveyors interviewed HRM A via phone. Surveyors shared concerns related to RN delegation and the lack of current delegation. HRM A stated they thought they could pass it on to staff and they should not have assumed that. HRM A stated Administrator B had been talking to a new RN regarding delegation and they would prioritize getting new delegation in place. The provider did not ensure non-licensed caregivers administering injectable medications, nebulizer medications, and rectal medications received delegation by a registered nurse (RN), as required when they did not obtain new RN delegation for non-licensed caregivers after RN F's departure.	N 416		