STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE CONSTRUCTION	(X3) DATE SURVEY COMPLETED
	0013424	A. BUILDING: _____ B. WING _____	R-C 03/05/2024

NAME OF PROVIDER OR SUPPLIER	STREET ADDRESS, CITY, STATE, ZIP CODE
OUR HOUSE WAUSAU ASSISTED CARE	210 W CAMPUS DR WAUSAU, WI 54401

(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 03/05/2024, Surveyor conducted a verification visit at Our House Assisted Care. One repeat deficiency was identified. See SOD 8F3911, dated 09/25/2023. Under statutory provisions of Wis. Stat. Ch. 50, a $200 revisit fee is being assessed. Census: 16	{N 000}		
{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, interview, and record review, the provider did not ensure the hot water at the residents' sinks did not exceed 115 degrees Fahrenheit (F). This was discovered for 3 of 4 rooms tested by Surveyor and Assistant Director (AD) C. Findings include: This is a repeat deficiency. See Statement of Deficiency (SOD) 8F3911, dated 09/25/2023. This provider is licensed to serve up to 20	{N 617}		

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

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{N 617}	Continued From page 1 residents in the client groups of irreversible dementia/Alzheimer's disease and advanced aged. Exposure to hot water is a potential environmental danger for clients. Elderly clients and clients with mental and physical disabilities may have neurological conditions that prevent instant recoil from hot water. Because these individuals do not instantly react to dangerous temperature levels, they are at particular risk for injury. Hot water can cause scalding, e.g., second and third degree burns in which the skin blisters and swells. In such instances, skin does not return to normal and forms scar tissue upon healing. These burns may lead to permanent disability. (DQA publication P-01942, Hot Water Temperatures in Adult Family Homes, 08/2017). On 03/05/2024 at 12:45 PM, Surveyor interviewed Assistant Director (AD) C. AD C stated s/he took the temperature of the hot water at the residents' sinks weekly and found some had been high last week and had turned down the temperature of the water. AD C stated s/he planned to check the water today. At 12:52 PM, Surveyor tested the temperature of the water at the sink of 4 random rooms. Three of the 4 rooms had hot water temperatures higher than 115 degrees F. Room 1 was 133.4 degrees F. Room 18 was 127.9 degrees F. The bathroom/shower room across from Room 17 was 129.2 degrees F. At 1:00 AM, Surveyor and AD C tested and confirmed the calibration of Surveyor's thermometer. It was accurate and no adjustment	{N 617}		

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{N 617}	Continued From page 2 had to be made. At 1:10 PM, Surveyor and AD C tested the temperature of the hot water in room 1 using the provider's thermometer. Surveyor observed AD C take the temperature as s/he would normally do it. AD C took the temperature of the water in a cup and stated the temperature was 118 degrees F, as the thermometer paused for a brief moment. When s/he let the water run a bit more it quickly maxed out at 133 degrees F. AD C stated s/he had never let the water run that long before and was doing it wrong. AD C stated the temperature was 132 degrees F. Surveyor observed the analog thermometer to read 133 - 134 degrees F. After getting the reading, AD C went to the water heater on the west wing to turn the water temperature down. AD C was told by maintenance staff to turn an unmarked dial at the bottom of the water heater tank. Turning this dial changes the water temperature in the tank. AD C turned the dial down an unknown amount. AD C was not aware of the need for the water in the tank to be over 140 degrees F. AD C turned down the hot water on the east wing by using a wrench in a plastic bag taped to the wall. AD C stated maintenance gave them the wrench and told them to use it. AD C did not turn down the temperature in the tank but adjusted the mixing valve in the pipe coming off the water heater and going out to the residents' rooms. AD C turned the wrench an unknown amount. AD C stated s/he was going to recheck the temperatures in 15 to 20 minutes as that was the only way to check if the adjustments were right. AD C indicated s/he did not know how the plumbing worked. At 1:30 PM, Surveyor interviewed Manager A.	{N 617}		

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{N 617}	Continued From page 3 Manager A stated AD C was responsible for the weekly water check. Manager A was surprised with the temperatures and the fact one bathroom only reached 108 degrees F. Manager A called a local water heater specialist and made an appointment for 03/07/2024 to have a professional look at the whole system.	{N 617}		